

# **Knock & Groce Online Grocery Delivering System**



**By:**

**Mariam Farooqi**  
26849

**Laiba Imran**  
23768

**Zunaira Shahid**  
22656

**Aqsa Shafiq**  
24911

**Tayyaba Naeem**  
23672

**Faculty of Computing**  
**Riphah International University, Islamabad**  
**Fall 2020**

**A Dissertation Submitted To**

**Faculty of Computing,**

**Riphah International University, Islamabad**

**As a Partial Fulfillment of the Requirement for the Course**

**Software Requirements Engineering**

**Bachelors of Science in Software Engineering**



***Just A Knock Away***

**Faculty of Computing**  
**Riphah International University, Islamabad**

## **Dedication/Acknowledgment**

First and foremost, we would want to express our gratitude to Allah Almighty for allowing us to finish this end-of-term project and submit a successful report. Finally, we'd want to show our thanks to our parents for their unwavering support and for allowing us to complete our report on time.

---

**Mariam Farooqi**

**26849**

---

**Zunaira Shahid**

**22656**

---

**Aqsa Shafiq**

**24911**

---

**Tayyaba Naeem**

**23672**

---

**Laiba Imran**

**23768**

## **Abstract**

The requirement to document every component of the software system is necessary due to the ongoing growth in size and complexity of software systems. Throughout the whole software development process and even after it has been put into use, documentation is essential. In order to aid all stakeholders in understanding the system, we have included a list of all the necessary and important papers in this report.

This report includes both functional and non-functional behaviors in addition to all of the system's attributes. The systems' vision paper, which provides a thorough overview of the system from the perspective of all system stakeholders, is one component of the report. The expectations of the user, the environment, the product's point of view, and all significant factors associated to system characteristics, such as risk, effort, rewards, and priority, are elaborated upon in this paper. Then, to clear up any confusion, use-case modelling has been demonstrated in both textual and visual representations. A systematic approach to managing the overall system's functioning in compliance with user expectations is also urgently needed. Traceability of requirements is a crucial activity that contributes significantly to the requirements management process across the whole software development lifecycle. A requirement traceability matrix that links all system requirements to the appropriate system use cases and test cases is also provided in this report. Additionally, there is a separate section of test cases that provides test cases for each need of the system.

The last section of the report is the Supplementary Specification document, which provides all of the quality requirements that affect how the system operates. It also gets around the limitations of the system's architecture.

# Table of Contents

## Contents

Artifact-1 .....	9
Final Proposal .....	9
Project Title:.....	10
Description:.....	10
Major Features .....	10
Systems Studied:.....	11
Literature Survey: .....	12
Systems and Feature Mapping:.....	3
Proposed System Features: .....	5
Revision History .....	6
Artifact-2 .....	7
Use Case Modelling.....	7
Artifact-3 .....	9
Discovery .....	9
Artifact-4 .....	34
Define.....	34
4. a Develop the information architecture.....	35
Fig 4.a.1 Information Architecture of rider .....	35
Fig 4.a.2 Information Architecture of Admin .....	36
Fig 4.a.3 Information Architecture of Visitor .....	37
Fig 4.a.4 Information Architecture of Registered Customer .....	38
Fig 4.a.5 Information Architecture of system.....	39
4.b Develop user flows and scenarios .....	40
Artifact-5 .....	47
Ideation .....	47
5.a Develop low fidelity prototypes in the form of handmade storyboards.....	48
Artifact-6.....	58
Prototype .....	58
Fig 6.1 .....	59
Fig 6.2 (login) .....	59
Fig 6.3 (Status).....	59
Fig 6.4 (Available shifts) .....	59
Fig 6.8 (Deliveries) .....	60
Fig 6.9 (Start Navigation) .....	61
Artifact-7 .....	62
Validation.....	62
7.b.2. Affinity Mapping .....	64
7.c.3. Feedback Form.....	66
Fig 7.4.1 .....	66
Fig 7.4.2 .....	67

Fig 7.4.3 .....	68
Fig 7.4.4 .....	69
Fig 7.4.5 .....	70
Fig 7.4.6 .....	71
Fig 7.4.7 .....	72
Fig 7.4.8 .....	73
Fig 7.4.9 .....	74
Fig 7.4.10 .....	75
Fig 7.4.11 .....	76
Fig 7.4.9 .....	76
Fig 7.4.9 .....	76
Fig 7.4.12 .....	77
Fig 7.4.13 .....	78
Fig 7.4.14 .....	79
Fig 7.4.15 .....	80
Artifact-8.....	81
User Interfacing .....	81
a. Apply mood boards and style guides.....	82
Fig 8.a (Style guide).....	82
Fig 8.a (Mood board) .....	83
b. Develop High fidelity prototypes of your system .....	84

# **Artifact-1**

# **Final Proposal**

## **Project Title:** Knock & Groce –An Online Grocery Delivery System

### **Description:**

When cities became more developed and societies become vaster, it became difficult for people to go to the market to bring food and grocery. The majority of cars are not available to every specific person and walking for about 2 kilometers, so it is not easy. Walking for about 20 to 30 minutes and then going to market and selecting things is a waste of time. Sometimes some items are not available or sometimes they are out of stock. Sometimes no one is available to fetch things. Sometimes we are far away from restaurants and due to some problems like insufficient fuel, tire burst, vehicle bad condition, etc., we are not able to fetch things or eat food. Due to this, we can't starve to death. Sometimes urgent guests came and there is nothing to eat or make at home so we have to rush far away to markets to buy things and then came to know that sudden things weren't available.

We are going to develop a system that would allow us to order online. Through this system, we would be able to order our food and grocery online. This will save much time and we will be out of the tension of finding someone to bring those items. We'll not be facing difficulties of traveling for some time and then wasting time selecting items. With just one click we can order our food and grocery and within some time our items will be in our hands. Time-saving is the major advantage of the online delivering system. This also saves money sometimes there are special offers and sales on apps so these apps put in a great impact of people.

### **Major Features**

- F-1: Login
- F-2: Track location of costumer's area
- F-3: Search for the specific item
- F-4: Manage cart
- F-5: Place order

F-6: Wish list  
F-7: Sale and discounts  
F-8: Do challenges and get rewards  
F-9: See past orders  
F-10: Schedule delivery time and date  
F-11: Select different categories  
F-12: Refer to a friend  
F-13: Give and Check reviews  
F-14: Add things to favorites'  
F-15: Multiple payment options  
F-16: live chat with delivery man  
F-17: Select brands of different items  
F-18: Mobile/ tablet friendly apps  
F-19: Check item description and details  
F-20: Offer checkout option  
F-21: Pickup or delivery choice  
F-22: Push notification  
F-23: Coupon codes and special deals  
F-24: Sign up  
F-25: Order tracking and status  
F-26: Prioritize safety  
F-27: Phone or texts alert  
F-28: Manage changing  
F-29: Approval / Rejection  
F-30: Chat option  
**F-31: Panda play**  
**F-32: Pharmacy**  
**F-33 : Icons are changed with respect to interface**  
**F-34: Grocer champ**  
**F-35: Qurbani meat**

### Systems Studied:

- SYS-1:** Food Panda: <https://www.foodpanda.pk/>
- SYS-2:** Metro: <https://www.metro-online.pk/>
- SYS-3:** Airlift: <https://www.airliftexpress.pk/>
- SYS-4:** Grocer App: <https://www.grocerapp.pk/>
- SYS-5:** Food Wale: <https://www.foodwale.pk/>
- SYS-6:** Abi Aya : <https://www.abiaya.com/>
- SYS-7:** QnE: <https://qne.com.pk/>
- SYS-8:** Knock & Groce

## Literature Survey:

### Existing Features Description:

ID	Feature Name	Description
F-1	Login	With the help of this feature, user can log in to the system by giving his credentials.
F-2	Track location of customer's area	Track of customer location should be save for delivery and user also get information about his/her location on the map.
F-3	Search for the specific item	Users can search the product by name, brand, and category through this feature.
F-4	Manage cart	Products can be added to the cart, and removed from cart.
F-5	Place order	If the user has selected a product to buy they can place their order by clicking on place order button.
F-6	Wish list	It is collection of desired products saved by users to their account which shows their interest in that particular product without any intent to buy it.
F-7	Sale and discounts	Sales and discounts will be displayed on products to satisfy customer needs.
F-8	Do challenges and get rewards	Different challenges will be offered to customer and on completion of these challenges customer get reward.
F-9	See past orders	Record of all the orders which was placed by the customer should be maintain for the customer he/she can see his/her history of orders.
F-10	Schedule delivery time and date	Customer should schedule his/her delivery time and date for order which was placed by the customer according to his/her need.
F-11	Select different categories	Different categories can be selected by the customer of product.
F-12	Refer to a friend	App link can be refer to a friend for joining and

		enjoying all features.
F-13	Give and Check reviews	Customer can give and check reviews on the product when he/she will wants.
F-14	Add items to favorites	Customer can add atoms to favorites for latter use and order.
F-15	Multiple payment options	Multiple payment options are available for the customer i.e payment by hand or by credit card.
F-16	live chat with delivery man	Customer can do chat with delivery man for getting information about order that where delivery man reached.
F-17	Select brands of different items	Customer can select brands of different items according to his/her choice.
F-18	Mobile/ tablet friendly apps	Apps can be easily use on either mobile and tablet or laptops etc.
F-19	Item description and details	Details of items can be mention for the ease of customer. Customer can check the description of the product
F-20	Offer checkout option	Offer checkout options should be available for the customer that which offers are available at a time for his/her.
F-21	Pickup or delivery choice	Pickup or delivery choice also depends on customer that he/she wants a delivery on his/her home or he/she wants to get order by hand from the store.
F-22	Push notification	Notification should be placed time by time when different new offers are placed in the app.
F-23	Coupon codes and special deals	Coupon codes and special deals should be placed for customer for discount.
F-24	Sign up	User can sign up from the app whenever he/she wants rather they cannot feel easy in the app.
F-25	Order tracking and status	Order must be tacked by the customer whenever it will place.
F-26	Prioritize safety	Safety measure can be taken by the customer that his/her information is safe.

F-27	Phone or texts alert	When order is place by the customer he/she receive the call or message from the admin for the clarification or confirmation.
F-28	Manage changing	Changes should be managed by the admin on the time whenever these are needed in the app.
F-29	Approval / Rejection	Approval and rejection also done by the admin when order is place from customer side.
F-30	Chat option	User can chat with the admin and ask about details of product or submit any query.
<b>F-31</b>	<b>Panda play</b>	Playing games and get gift hampers.
<b>F-32</b>	<b>Pharmacy</b>	This feature is included in one application which will help to buy medicines from pharmacy category using promo code (Health care 15).
<b>F-33</b>	<b>Icons are changed with respect to interface</b>	As the interface will change from let us say homepage to add to cart icons will also be displayed with them.
<b>F-34</b>	<b>GrocerChamp</b>	User should complete and maintain few goals to become a GrocerChamp to earn cash back and rewards.
<b>F-35</b>	<b>Qurbani meat</b>	Online booking of Qurbani meat according to the need of user.

## Systems and Feature Mapping:



## Proposed System Features:

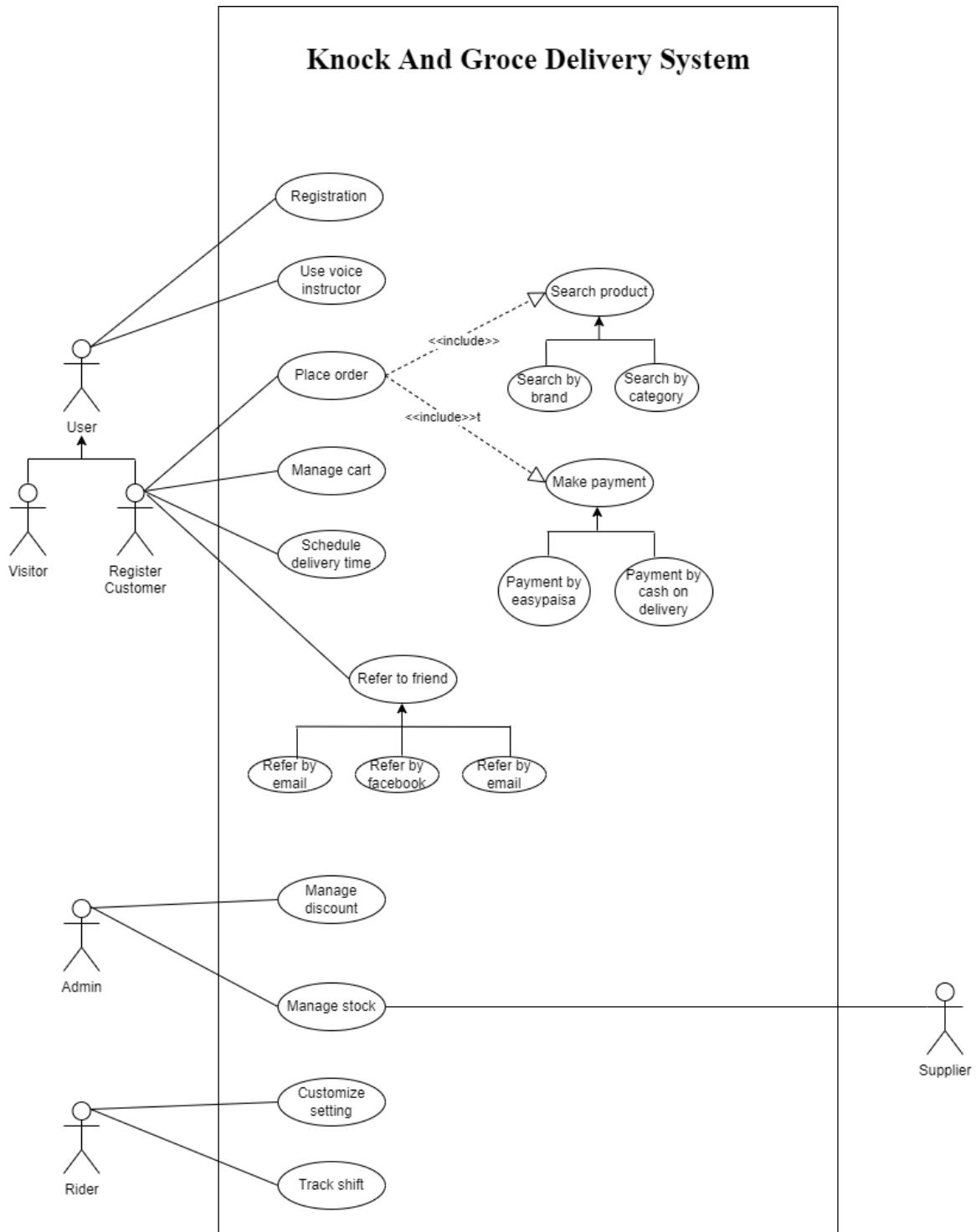
ID	Feature Name	Description
F-36	Application changes	Users can change the theme, and color of the interface they are viewing according to their own choice.
F-37	Color change	When the user will buy the items the color of that particular icon changes.
F-38	Stock details	When user will click on this button details will be shown to user about the stock that is available and how much is left.
F-39	Confirmation call	User will receive a confirmation call whether the order is confirmed or not.
F-40	Voice instructor	Novice users who do not understand the system can use the option of voice instructor which helps them to give guidelines of system.
F-41	Select language of voice instructor	Voice can also be changed of instructor so that novice users can understand their way easily.
F-42	Mood food valley	This feature will help the user to select two options such as your mood to buy grocery or food items when user will login into system.
F-43	Manufacturer details of product	When user will buy any product not only details of the product will be shown but also their expiry date, manufactured date and quantity will be displayed.
F-44	Automatic discount	Automatically discount will be given to customer on every product which is attractive for a customer like in shopping malls they give 10 % discount on every product.

## Revision History

Name	Date	Reason For Changes	Version
Group D	18-12-21	Initial Proposal	Version 1.0
Group D	27-12-21	Refined document by adding more details and descriptions	Version 1.1
Group D	02-01-22	Added new proposed features on basis of feedback	Version 1.2
Group D	12-06-22	Added new system and their features moreover their descriptions	Version 1.3
Group D	13-06-22	Whole document formatting was corrected	Version 1.4

# **Artifact-2**

# **Use Case Modelling**



# **Artifact-3**

# **Discovery**

### **3.a Conduct User Interview**

#### **3.a.1 Questionnaire of House wife**

Name: Ghousia Tariq

Age: 47

Marital Status: Married with 2 children

<b>Category</b>	<b>Questions</b>	<b>Answers</b>
<b>Health Habits</b>	<ul style="list-style-type: none"><li>• What are your hobbies?</li><li>• Do you like going to hotels or prefer food at home?</li><li>• Do you prefer exercise or games in your free time?</li></ul>	<ul style="list-style-type: none"><li>• I don't have time to do some extra hobbies but I regularly do exercise for half an hour to stay healthy and fit</li><li>• I prefer food at home</li><li>• I prefer to exercise and drink a lot of water to stay hydrated and healthy</li></ul>
<b>Wants</b>	<ul style="list-style-type: none"><li>• Do you prefer online shopping or going to the market for groceries?</li><li>• Do you use one app for online shopping?</li></ul>	<ul style="list-style-type: none"><li>• Sometimes I don't have time so I prefer online shopping</li><li>• No, I use some specific applications</li></ul>

	<ul style="list-style-type: none"> <li>• What do you want in an online shopping system?</li> <li>• The application should efficiently respond to our needs and the delivery should be quick to avoid waste of time and going to market</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• What problems do you face while you order from different apps?</li> <li>• Sometimes food ordered is not fresh, most importantly they deliver incomplete order and we wait a lot for delivering man</li> </ul>
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Which applications do you use for shopping?</li> <li>• Metro and Grocer app</li> </ul>

**Fig 3.a.1 Questionnaire of House wife**

### 3.a.2 Questionnaire of Software Engineer

Name: Hammad Khan

Age: 23

Marital Status: Single

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What do you do in your</li> </ul>	<ul style="list-style-type: none"> <li>• I always make plans</li> </ul>

	<p>free time?</p> <ul style="list-style-type: none"> <li>• How do you manage your all work?</li> <li>• As a software engineer do you have time for exercise or games?</li> </ul>	<p>with my friends and go on an outing</p> <ul style="list-style-type: none"> <li>• The point is that you don't have to take tension or stress about work. Stay calm and this way work is managed easily</li> <li>• I believe you have to take time for all activities and yes I do both games and gym</li> </ul>
<b>Wants</b>	<ul style="list-style-type: none"> <li>• Do you do online shopping?</li> <li>• What kind of application do you like?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes I don't have time to go to market so I prefer online</li> <li>• The one which is fast in responding to my needs and easily I can order. Apart from this the product which I order must be delivered accurately to me</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• Any problems you faced while you order from any online shopping app?</li> </ul>	<ul style="list-style-type: none"> <li>• The main problem which I face is when the system is not working sometimes there is a problem of easy and I always have</li> </ul>

	money in easy paisa and prefer very less cash on delivery.  Moreover, the product as ordered is not the same as delivered so this is another issue
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Which online apps do you use for shopping?</li> <li>• Food panda</li> </ul>

**Fig 3.a.2 Questionnaire of Software Engineer**

### 3.a.3 Questionnaire of Admin

Name: Mustafa Khan

Age: 40

Marital Status: Single

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What do you do in your free time?</li> <li>• In which type of environment do you like to live in?</li> <li>• Do you prefer exercise</li> </ul>	<ul style="list-style-type: none"> <li>• I always read a book at night time</li> <li>• I prefer to keep calm no matter what the situation is and like to live in peaceful environment</li> <li>• Both are essential</li> </ul>

	<p>or games in free time?</p> <ul style="list-style-type: none"> <li>• How many times in a week or month do you go for an outing?</li> <li>• I usually go out once in a month</li> </ul>
<b>Wants</b>	<ul style="list-style-type: none"> <li>• What do you think is the metro system is going to develop in a few years?</li> <li>• I cannot predict anything but to satisfy customer needs yes we will update the system because sometimes we also face issues with the system</li> <li>• Efficient system to prevent waste of time. Sometimes sales and discounts are not updated due to problems in system so we are working on this to improve our system</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• What kind of system do you prefer?</li> <li>• Is it true that all record of a customer is being saved?</li> <li>• Yes it is saved but sometimes it is lost because of storage issues</li> <li>• How much time does it take you to monitor and manage the application?</li> <li>• Now that I am used to of this system so it takes very less time but when an internet connection is unstable we have to wait for</li> </ul>

	<ul style="list-style-type: none"> <li>• What difficulties do you face while using the system?</li> </ul>	long time
	<ul style="list-style-type: none"> <li>• Due to load on-site its difficult to manage products for example add new products.</li> </ul>	
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Is there any other online shopping brand you prefer other than in which you are currently working?</li> </ul>	<ul style="list-style-type: none"> <li>• No</li> </ul>

**Fig 3.a.3 Questionnaire of Admin**

#### 3.a.4 Questionnaire of Rider

Name: Zeeshan Haider

Age: 21

Marital Status: Single

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What are your hobbies?</li> <li>• Which books do you like most to read?</li> <li>• Are you conscious of your health?</li> <li>• According to your opinion is a morning</li> </ul>	<ul style="list-style-type: none"> <li>• I mostly use mobile phone in my free time</li> <li>• I prefer to read Islamic History Book</li> <li>• Yes, I prefer to do exercise regularly</li> <li>• Yes</li> </ul>

	walk healthy?	
<b>Wants</b>	<ul style="list-style-type: none"> <li>• What do you think is the food Panda is going to develop in a few years?</li> <li>• If you were given a chance to update this app then what features you will introduce in the app?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, I think so because recently Panda mart is added to it. So definitely it will be improved in future</li> <li>• I will work on the map and also try to add language versions in app</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• Are you satisfied with the efficiency of the app?</li> <li>• What difficulties do you face while using the system?</li> </ul>	<ul style="list-style-type: none"> <li>• No, 50% I am satisfied with the efficiency of app</li> <li>• While using the system, I face problems in finding the location of customer and also system is too slow so its difficult to take customers order.</li> </ul>
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Is there any other online shopping brand you prefer other than in which you are currently working?</li> </ul>	<ul style="list-style-type: none"> <li>• Grocer App</li> </ul>

**Fig 3.a.4 Questionnaire of Rider**

### 3.a.5 Questionnaire of Charted Accountant

Name: Maniha Shahid

Age: 23

Marital Status: Single

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What are your hobbies?</li> <li>• Which books do you like most to read?</li> <li>• Are you conscious of health and skin care?</li> <li>• According to your opinion is reading books is good for the mind and soul?</li> <li>• Which book do you want to recommend teenage students?</li> </ul>	<ul style="list-style-type: none"> <li>• I always try to sleep because my routine is too tough</li> <li>• I prefer to read a newspaper</li> <li>• Yes, too much</li> <li>• Yes, good books are very essential for the mind and soul</li> <li>• The books that I like the most are Quran: A Reformist Translation and The War Within Our Hearts</li> </ul>
<b>Wants</b>	<ul style="list-style-type: none"> <li>• What do you think are the apps that delivered food and grocery will update in the future?</li> <li>• What kind of system do you prefer?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, because we are in the era of technology. So definitely these apps will be updated in future</li> <li>• An effective system to avoid wasting time. Because sales and discounts are not always updated owing</li> </ul>

		to system issues, we are attempting to enhance our system
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• What problems have you encountered when using the system?</li> </ul>	<ul style="list-style-type: none"> <li>• The problems that I faced while using the system are place order and late deliveries</li> </ul>
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Is there any other online shopping brand you prefer other than in which you are currently working?</li> </ul>	<ul style="list-style-type: none"> <li>• Airlift and Panda Mart.</li> </ul>

**Fig 3.a.5 Questionnaire of Chartered Accountant**

### 3.a.6 Questionnaire of Teacher

Name: Zainab Ali

Age: 35

Marital Status: Married

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What do you think is a healthy lifestyle for you?</li> <li>• Do you prefer homemade food or fast food?</li> <li>• Do you try to eat your breakfast, lunch, and</li> </ul>	<ul style="list-style-type: none"> <li>• I will say peace, healthy food, and exercise</li> <li>• I cook food myself for my family and once a month or week we go for hoteling</li> <li>• Yes, I try to eat my breakfast, lunch, and</li> </ul>

	dinner at a certain time every day?	dinner on time because I follow a tough time routine due to children
<b>Wants</b>	<ul style="list-style-type: none"> <li>• What do you think about your teaching method?</li> <li>• Have you used any online application before?</li> <li>• What kind of online shopping app do you want or do you want any up gradation in any app?</li> </ul>	<ul style="list-style-type: none"> <li>• I think that my way of teaching is good because students are satisfied with my teaching method and also happy with me</li> <li>• Yes I buy grocery, food items, and most of the time clothes online</li> <li>• Products picture should be clear and customer should be able to zoom it .Out of stock items should be mentioned there and confirmation call should come to customer for order confirmation rather than message</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• How much time it take you to understand any online grocery application?</li> </ul>	<ul style="list-style-type: none"> <li>• It does not take much time and now I am almost familiar with this system but sometimes it becomes difficult to use because of the load on a system it takes time to</li> </ul>

	<p>order anything. Moreover, it is difficult for me to track the location of the rider due to which our order is always late</p>
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Which app do you prefer and do you use most while online shopping?</li> <li>• Grocer app</li> </ul>

**Fig 3.a.6 Questionnaire of Teacher**

### 3.a.7 Questionnaire of Nurse

Name: Mehwish Aslam

Age: 40

Marital Status: Married

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What are your hobbies?</li> <li>• What kind of environment do you like to live in?</li> <li>• Do you prefer healthy</li> </ul>	<ul style="list-style-type: none"> <li>• I watch a movie daily at night</li> <li>• I get angry very quickly and cannot control my emotions so I prefer to live in a peaceful environment</li> <li>• Sometimes but when I</li> </ul>

	food?	am diet I only eat vegetables and salad which I most often do
<b>Wants</b>	<ul style="list-style-type: none"> <li>• Do you use online grocery apps?</li> <li>• Do you want any improvement in existing apps?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes I order food items from different apps</li> <li>• Sometimes buttons are not clickable. It should be mentioned in the products description which items are out of stock</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• Do you face difficulties in understanding the system?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, because I order from various applications it takes some time to understand its functionality. Font of products description is too small and it is hard to read it</li> </ul>
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Which app do you use more often?</li> </ul>	<ul style="list-style-type: none"> <li>• Abi Aaya</li> </ul>

**Fig 3.a.7 Questionnaire of Nurse**

### 3.a.8 Questionnaire of Doctor

Name: Aasia Naeem

Age:24

Marital Status: Single

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What do you do in your free time?</li> <li>• What snacks or dessert do you eat?</li> <li>• How many hours do you sleep at night?</li> <li>• How often do you exercise?</li> </ul>	<ul style="list-style-type: none"> <li>• I will do sketching in my free time</li> <li>• I ate fries, pizza, and ice cream</li> <li>• More than 6 hours</li> <li>• 30 minutes walk every day</li> </ul>
<b>Wants</b>	<ul style="list-style-type: none"> <li>• What new kind of feature do you want in the grocer app?</li> <li>• What kind of system do you prefer?</li> </ul>	<ul style="list-style-type: none"> <li>• Give ease to users to get medicines from the grocer app</li> <li>• Easy to use understand and less time-consuming system</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• Is it taking much time to understand the system?</li> <li>• What problems have you faced while using the system?</li> </ul>	<ul style="list-style-type: none"> <li>• No, it does not take much time to understand.</li> <li>• Place order slowly, it takes time when crowded</li> </ul>
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Any other online shopping brand you favor other than in which you're right now working?</li> </ul>	<ul style="list-style-type: none"> <li>• Food Panda</li> </ul>

**Fig 3.a.8 Questionnaire of Doctor**

### 3.a.9 Questionnaire of Air Force

Name:Azan Ali

Age: 25

Marital Status: Single

Category	Questions	Answers
<b>Health Habits</b>	<ul style="list-style-type: none"> <li>• What do you do in your free time?</li> <li>• What snacks or dessert do you eat?</li> <li>• How many hours do you sleep at night?</li> <li>• How often do you exercise?</li> </ul>	<ul style="list-style-type: none"> <li>• In my spare time, I read Historical Books</li> <li>• I don't eat snacks but my favorite dessert is yogurt.</li> <li>• At least seven hours per night</li> <li>• More than 4 hours a week</li> </ul>
<b>Wants</b>	<ul style="list-style-type: none"> <li>• What new kind of feature do you want in the grocer app?</li> <li>• What kind of system do you prefer?</li> </ul>	<ul style="list-style-type: none"> <li>• Give the user the offer of "by one get one free" and discounts should be more so that more people use the application</li> <li>• I prefer an advance and faster system in which user can order quickly. Easy paisa option should be provided because most people prefer that</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• How much time do you take to understand the system?</li> </ul>	<ul style="list-style-type: none"> <li>• It is very easy to use and understand the system. When I first used new application I took me 5 minutes to</li> </ul>

		get hold in it
	<ul style="list-style-type: none"> <li>• What problems have you faced when using the system?</li> </ul>	<ul style="list-style-type: none"> <li>• That there is no option for urgent delivery</li> </ul>
<b>Brands</b>	<ul style="list-style-type: none"> <li>• Any other online shopping brand you favor other than in which you're right now working?</li> </ul>	<ul style="list-style-type: none"> <li>• Airlift and Cheetah</li> </ul>

**Fig 3.a.9 Questionnaire of Air force**

### 3.b Conduct User Survey

#### 3.b.1 Persona 1

## Ghousia Tariq



**Bio**

Ghousia is a hardworking lady who struggles hard all day in order to manage her home. She is a visiting teacher at a university. Sometimes it's very difficult for her to manage university as well as home.

She believes that life is short and one must enjoy every moment of life. She is passionate about everything she does for her family.

**Health Habits**

-  Regular 30-minute exercise
-  Strict diet plan
-  Keeping hydrated

**Age**  
47

**Marital Status**  
Married with 2 children

**Work**  
House Wife

**Wants**

- Fast delivery system to be less stressed
- Quick service to avoid going to market
- Easily estimate delivery man arrival time
- Efficient working of system to avoid waste of time

**Frustrations**

- Sometimes food items are not delivered
- Few of the items ordered are not fresh
- No time to go to market
- Waiting a lot of time for an order

**Brands**

**“One way to get the most out of life is to look upon it as an adventure.”**

Fig 3.b.1 Persona of house wife

### 3.b.2 Persona 2

## Hammad Khan



**Bio**

Hammad owns a small software house of its own and has a few team members that work with him. He is more focused on his work and strongly believes in first learning than earning than doing the other activities.

Apart from working all day, he keeps a regular check on his diet, exercise, habits, and sleep. He spent his free time with his family and takes many courses related with his field.

**Health Habits**

-  Games
-  Regular gym
-  Stress management

**Age**  
23

**Marital Status**  
Single

**Work**  
Software Engineer

**Wants**

- Want very smooth working of the system
- Fast delivery system to be less stressed
- Food items must be delivered accurately

**Frustrations**

- Most often the app is not working
- Due to problems in the system, there is no option for Easypaisa and jazz cash
- Food items as ordered are not same as those delivered

**Brands**



I feel like there is smarter way for me to transition into healthy lifestyle!"

Fig 3.b.2 Persona of Software engineer

### 3.b.3 Persona 3

## Mustafa Khan



**Bio**

Mustafa is an Administrator in Metro Company since 5 years and knows the business inside out. He is comfortable in using technology and all the software. He is responsible for maintaining and monitoring the online application of metro and promoting e-commerce.

Apart from this, he gives his free time to his family and has a habit of reading books at night time. Moreover he likes to live in peaceful environment.

**Health Habits**

-  Reading books
-  Peace
-  Getting enough sleep

**Age**  
40

**Marital Status**  
Single

**Work**  
Admin

**Wants**

- Efficient working of the system to prevent time waste
- Sales and products should be managed easily to satisfy customer need
- Database should save larger records

**Frustrations**

- Difficulty in managing sales and products
- Sometimes app is not working due to load on site
- Access to stable internet is infrequent

**Brands**



**“**  
**Life isn't about finding yourself. Life is about creating yourself.”**

**Fig 3.b.2 Persona of Admin**

### 3.b.4 Persona 4

## Zeeshan Haider



**Bio**

Zeeshan is a student of BS psychology. He is currently doing job in foodpanda as delivery man. He is hardworking boy as he is managing his studies as well as doing job because he wants to become financially strong.

He believes that one should not waste time and work hard till the end because money is power and this time won't come back. Apart from this he reads Islamic book daily at night for guidance.

**Health Habits**

-  Reading books
-  1 hour exercise
-  Morning walk

**Age**  
21

**Marital Status**  
Single

**Work**  
Rider

**Wants**

- Language versions should be added for easy communication with customer
- Map should be upgraded for tracking location in far areas also
- Increase efficiency of system

**Frustrations**

- Sometimes the system is not working so it is difficult to take customer order
- Face problem in finding location of customer
- Bear anger of customer due to inaccurate order

**Brands**



“Life isn't about finding yourself. Life is about creating yourself.”

Fig 3.b.4 Persona of Rider

### 3.b.5 Persona 5

## Maniha Shahid



### Bio

Maniha is working as a Chartered Accountant in Abacus company since 2 years. Her job includes managing accounts, finances, taxation and auditing. She is efficient in using technology and all the software. She is dedicated towards her work and her passion.

Apart from this, she is very conscious about her health and skin. She reads a book daily before going to bed.

### Health Habits

- ⌚ Health conscious
- 🧘 Stress management
- 💪 Daily exercise

### Age

23

### Marital Status

Single

### Work

Chartered Accountant

“ Concentrate all your thoughts upon the work in hand. ”

### Wants

- Smooth working of the system to avoid waste of time
- Stock should be updated according to sales and discounts
- Track location of delivery man

### Frustrations

- It is difficult to add location because of load on system
- Difficulty in using easy paisa and jazz cash as system is not working all time
- Order is delivered very late

### Brands



Fig 3.b.5 Persona of Chartered Accountant

### 3.b.6 Persona 6

## Zainab Ali



**Bio**

Zainab is a teacher in an army public school and is teaching there since 6 years. Her primary goal is to teach students lesson and ensure that each student achieves success in their life.

Moreover, she is fond of healthy food. In her free time she prefers to do yoga and exercise. As she is a teacher she has very good management skills not only manages time but spends her free time with family.

**Health Habits**

-  Healthy food
-  Time management
-  Yoga

**Age**  
35

**Marital Status**  
Married

**Work**  
Teacher

**Wants**

- Out-of-stock items should be mentioned with the products
- There should be order confirmation call rather than message
- Products image should be clear

**Frustrations**

- Difficult to track location of rider due to which order gets late
- Products prices are too high
- Food delivered is not always same as shown in image

**Brands**



**“**  
**If you want to live a happy life, tie it to a goal, not to people or things.”**

Fig 3.b.6 Persona of Teacher

### 3.b.7 Persona 7

## Mehvish Aslam



**Bio**

Mehvish is a nurse in a government hospital. It was her aim in life to become a doctor and serve people around the world, care about them and to fulfill their needs in all possible ways.

Moreover, she is fond of travelling and whenever she gets free time she goes out with her friends. She takes care of her diet a lot. She meditates to control her anger and make sure that no one gets hurt because of her.

**Health Habits**

-  Travelling
-  Strict diet plan
-  Control anger

**Age**  
40

**Marital Status**  
Married

**Work**  
Nurse

**Wants**

- Out-of-stock items should be mentioned with the products
- There should be option of urgent delivery
- Delivery time mentioned in app should be accurate

**Frustrations**

- Buttons and labels are confusing
- Products prices are too high
- Font of products description is too small and it is hard to read it

**Brands**



**The most important thing is to enjoy your life - to be happy - it's all that matters.**

Fig 3.b.7 Persona of Nurse

### 3.b.8 Persona 8

## Aasia Naeem



**Bio**

Aasia is a resident doctor and she does her job well. She is loved for his loyalty and honesty she has with her patients. She embodies integrity in her actions by working hard and staying focused on her goal.

She loves serving people in whatever way. Her job does not end at work, she also volunteers after work. She thinks time is very important factor in saving people's life. She is very strong willed too.

**Health Habits**

-  Making dessert
-  Hiking
-  Reading books

**Age**  
24

**Marital Status**  
Single

**Work**  
Doctor

**Wants**

- Customers should order medicine from app to provide them ease
- Order products quickly to prevent waste of time
- System should be understandable

**Frustrations**

- Sometimes it's difficult to order products
- Mostly app is not working due to load on site
- Order is received late

**Brands**



**My passion is to serve people."**

Fig 3.b.8 Persona of Doctor

### 3.b.9 Persona 9

## Azan Ali



**Bio**

Azan is a captain in air force. He focuses on planning for the safety and protection of his country. His routine is strategizing and training new recruits. He is a part time teacher in army school.

Azan has always been passionate about his physical fitness and living a disciplined life. He is generally healthy and when he is not in working. He enjoys playing football. He likes routine and structure in his life.

**Health Habits**

-  Playing football
-  No smoking
-  Stress management

**Age**  
25

**Marital Status**  
Single

**Work**  
Captain Air Force

**Wants**

- Give customer offer of buy one get one free
- Fast and advance system
- Food items must be delivered accurately

**Frustrations**

- No option of urgent delivery
- Easy paisa is not working sometimes due to load on site
- Products description is not clear and writing is small

**Brands**



“  
**Fortune favors the brave!”**

Fig 3.b.8 Persona of Air force

# **Artifact-4**

## **Define**

## 4. a Develop the information architecture

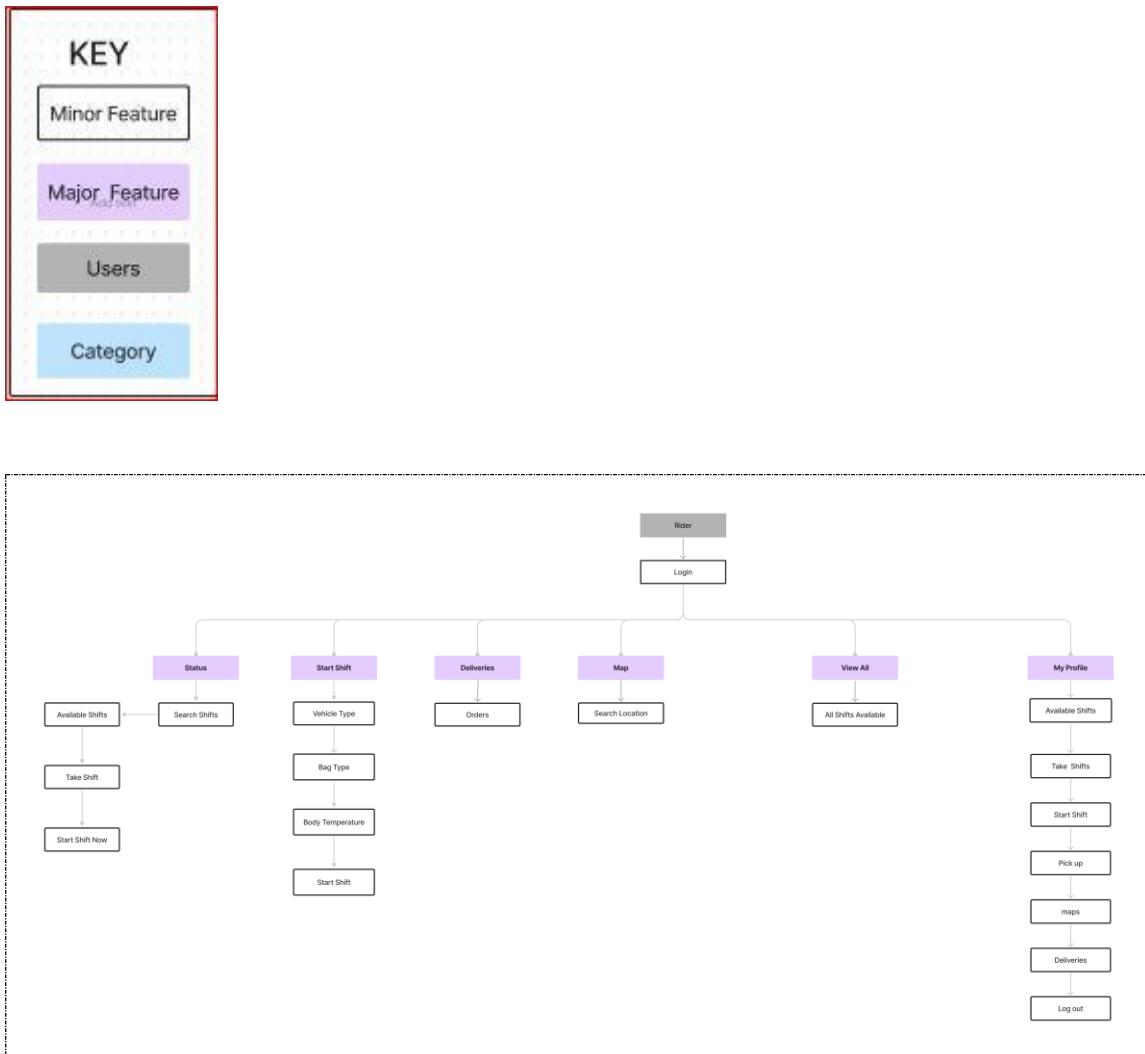
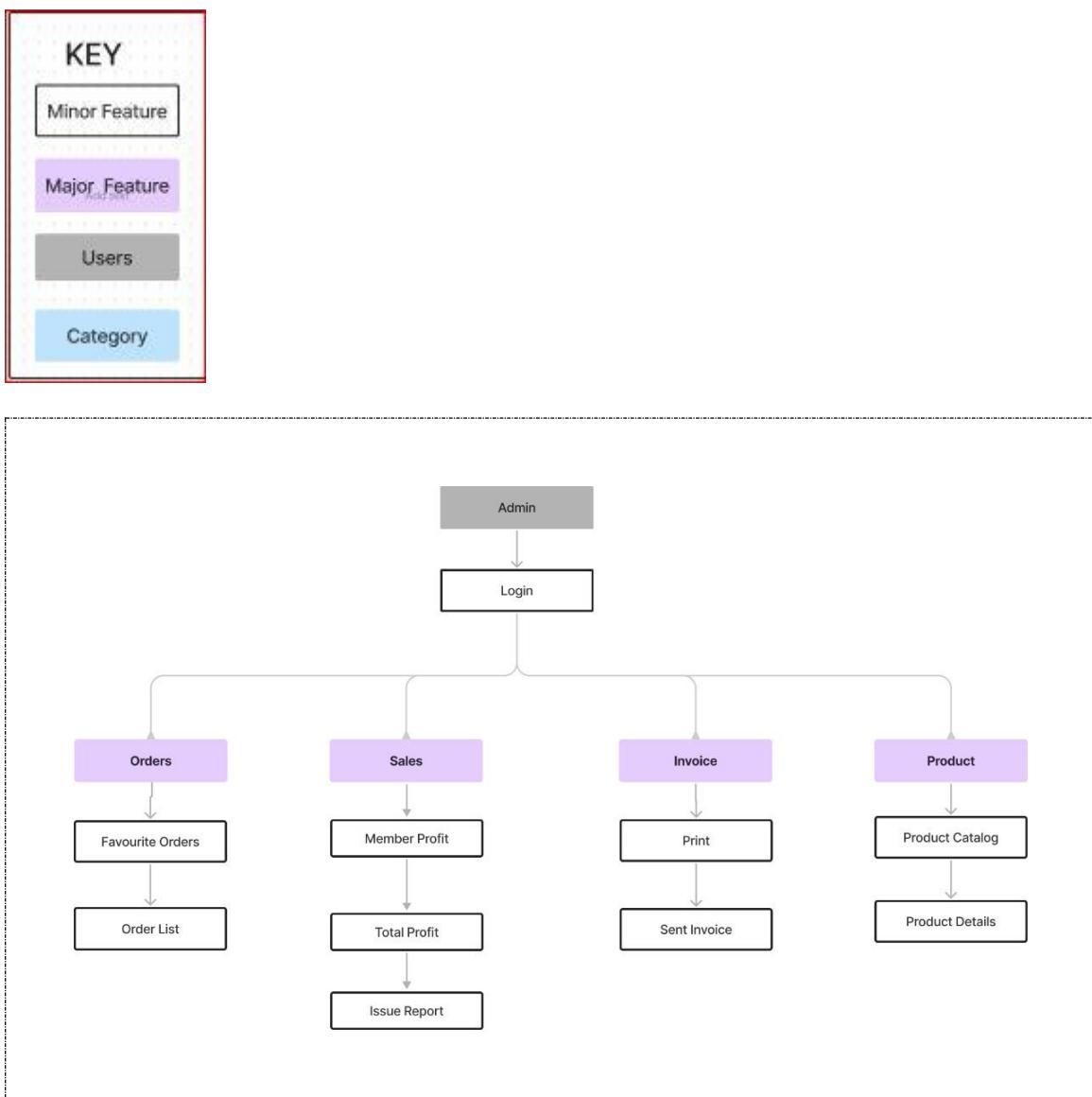
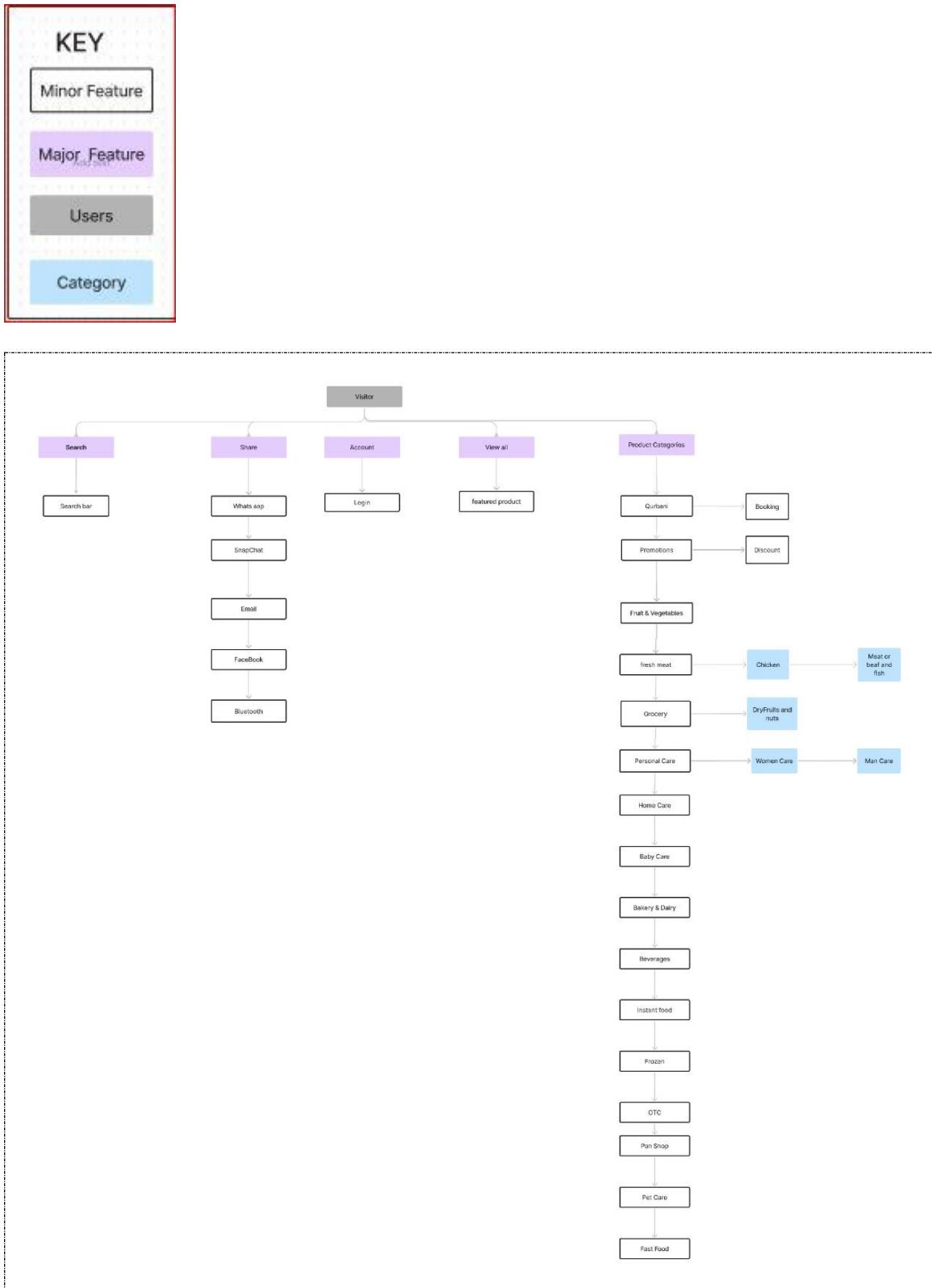


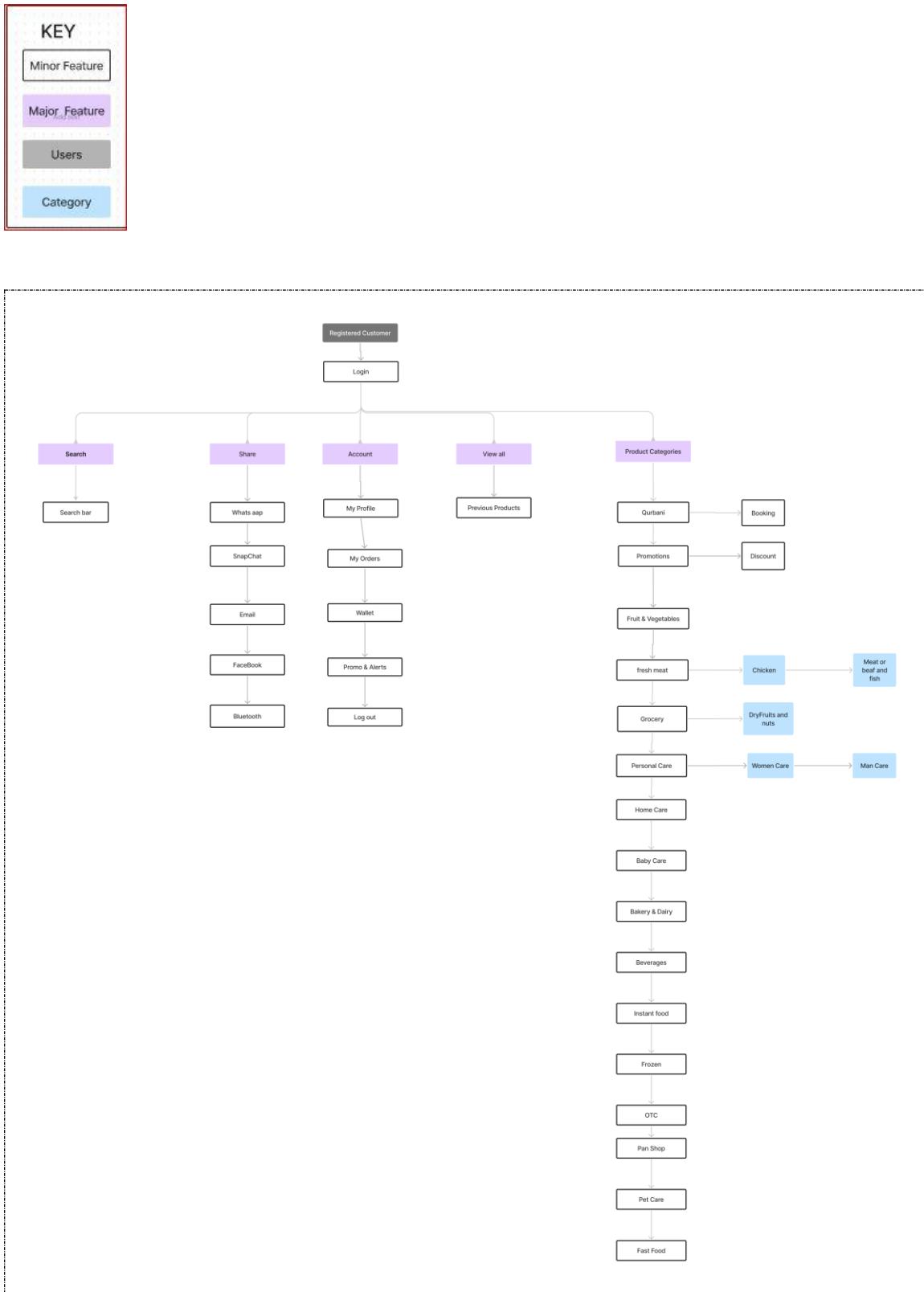
Fig 4.a.1 Information Architecture of rider



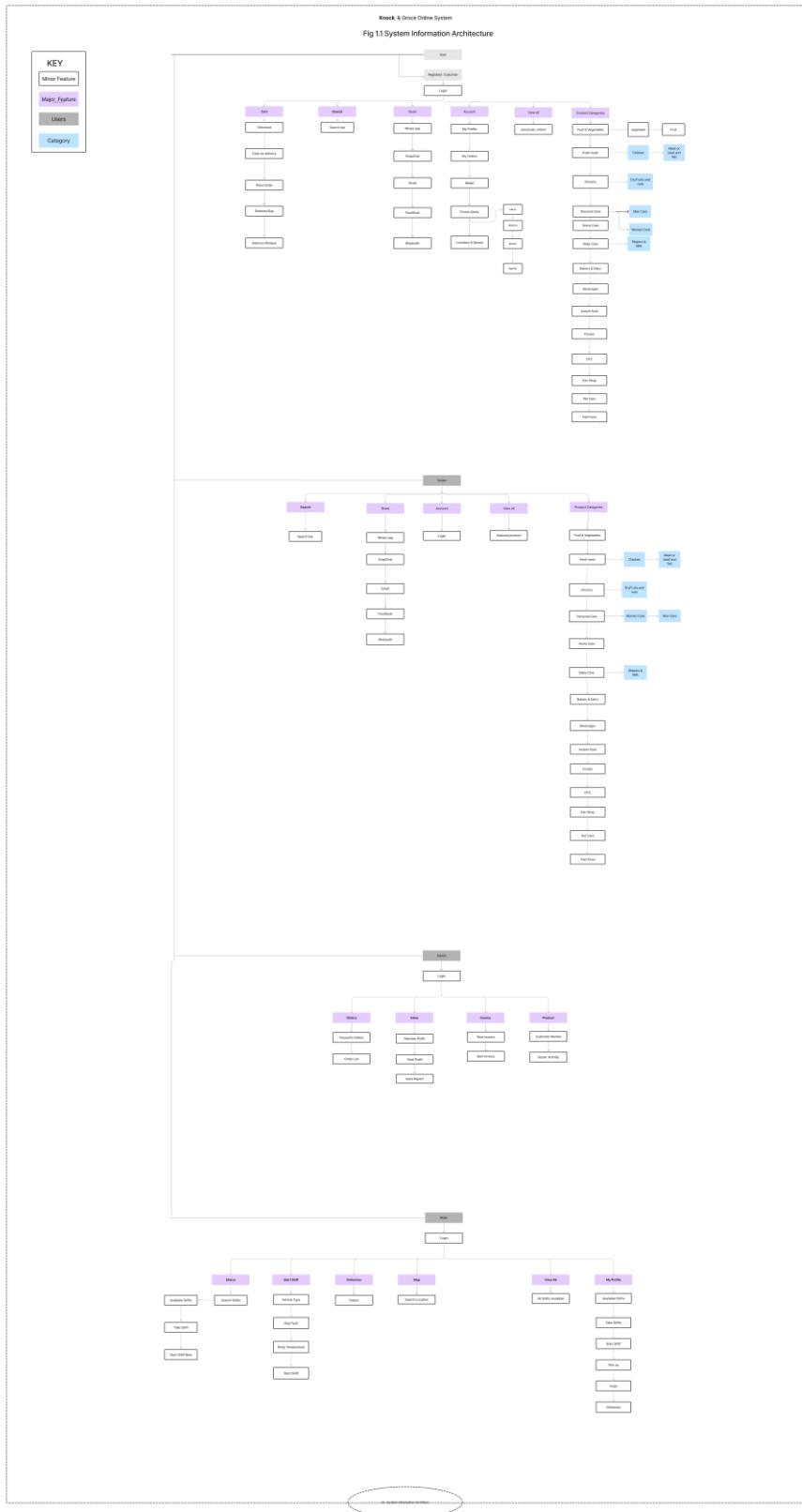
**Fig 4.a.2 Information Architecture of Admin**



**Fig 4.a.3 Information Architecture of Visitor**

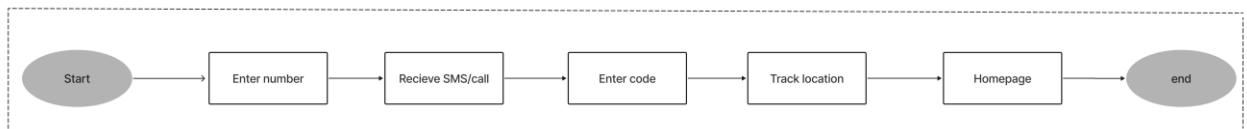


**Fig 4.a.4 Information Architecture of Registered Customer**

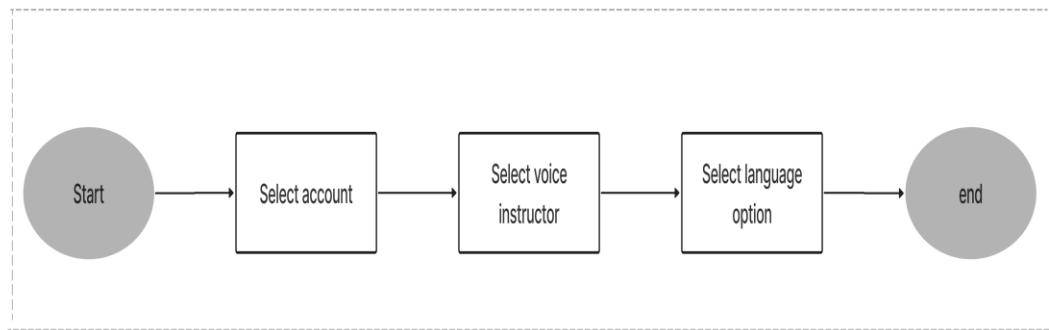


**Fig 4.a.5 Information Architecture of system**

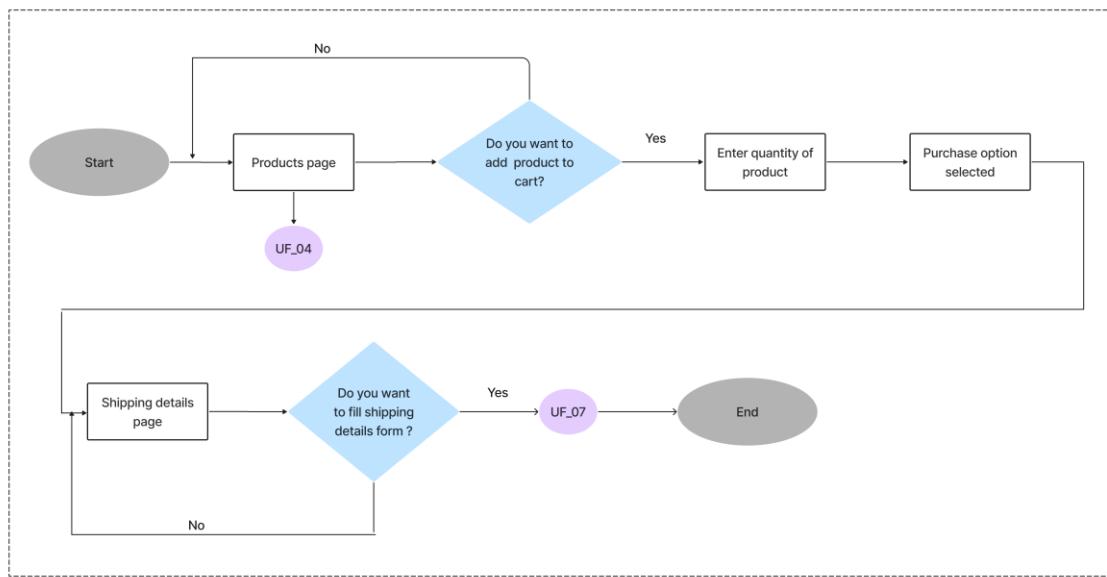
#### 4.b Develop user flows and scenarios



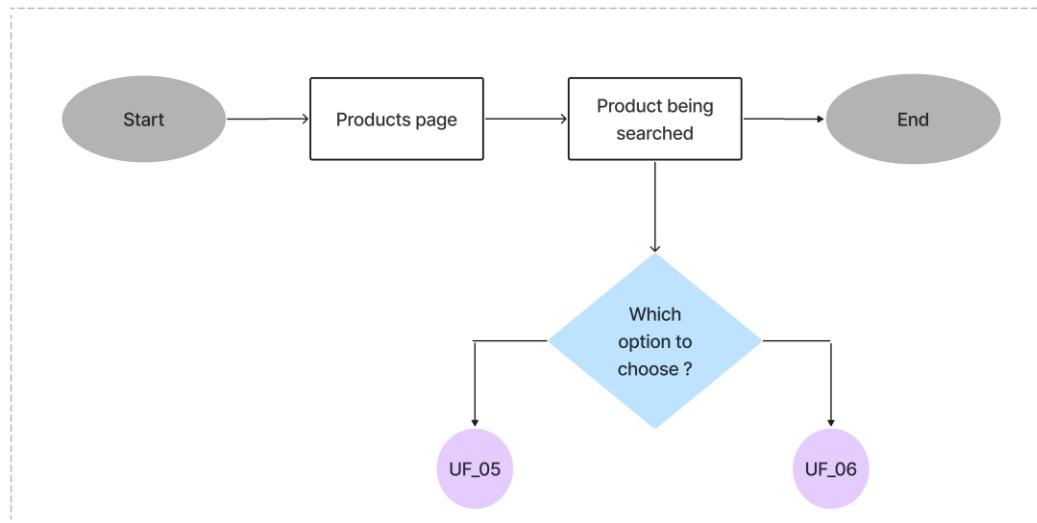
**Fig 4.b.1 UF\_01 Registration**



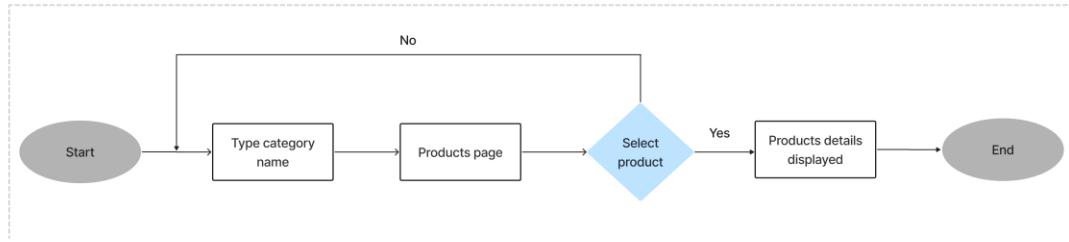
**Fig 4.b.2 UF\_02 Voice instructor**



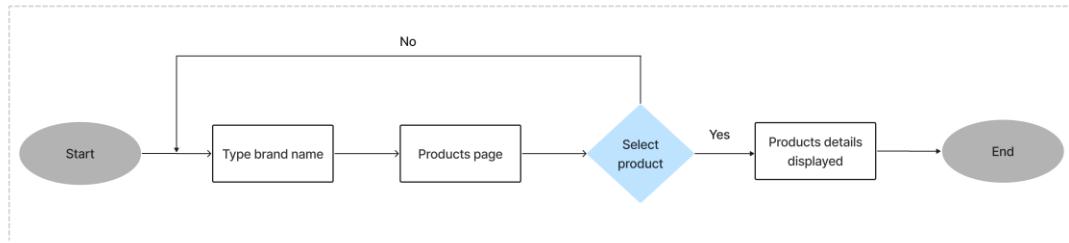
**Fig 4.b.3 UF\_03 Place Order**



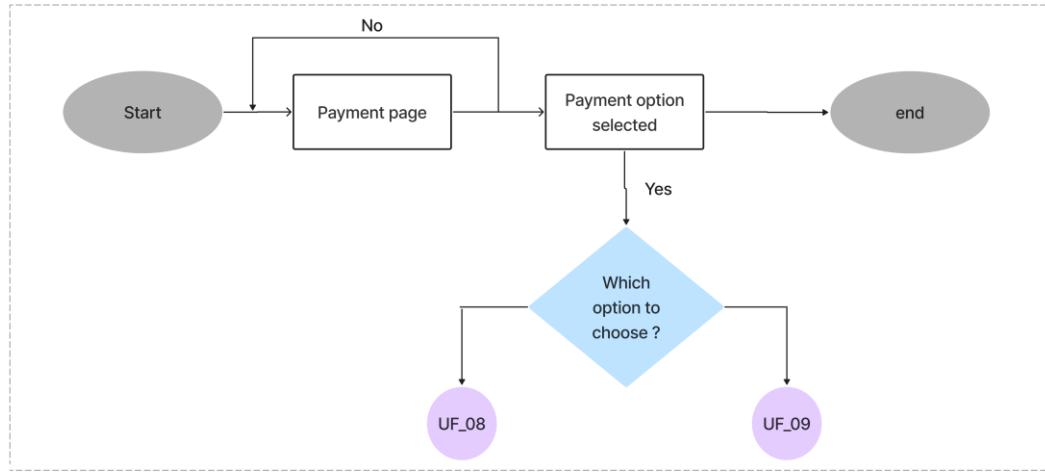
**Fig 4.b.4 UF\_04 Search Product**



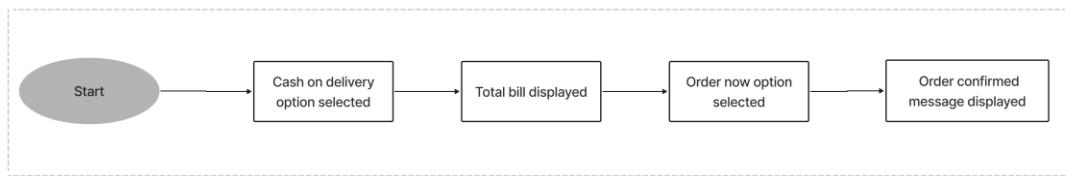
**Fig 4.b.5 UF\_05 Search by category**



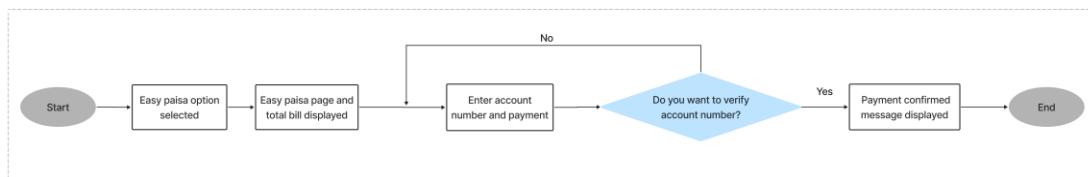
**Fig 4.b.6 UF\_06 Search by brand**



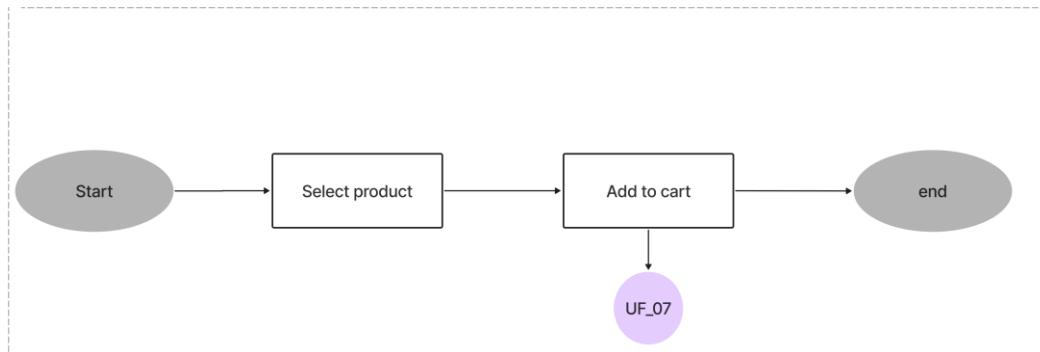
**Fig 4.b.7 UF\_07 Make payment**



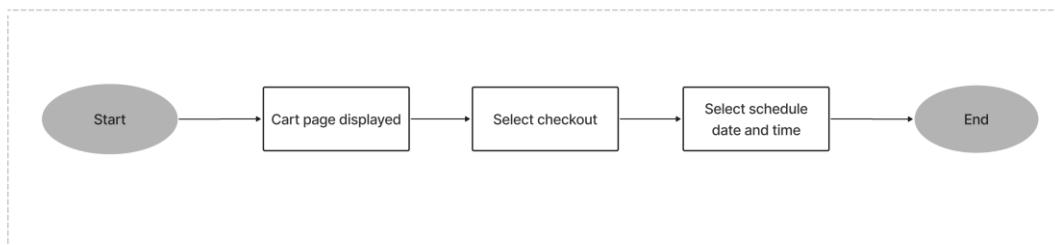
**Fig 4.b.8 UF\_08 Payment by cash on delivery**



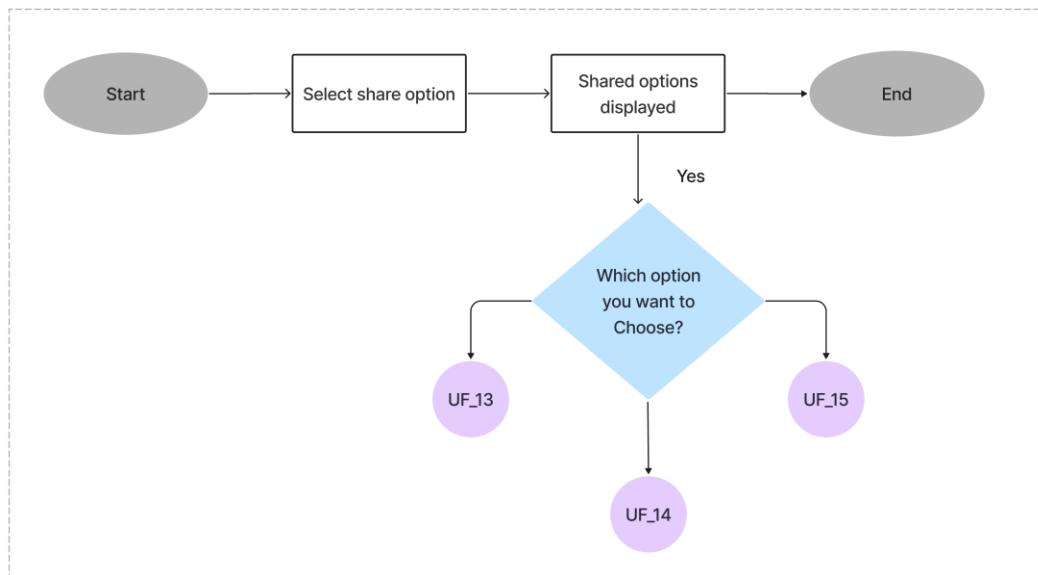
**Fig 4.b.9 UF\_09 Payment by Easy paisa**



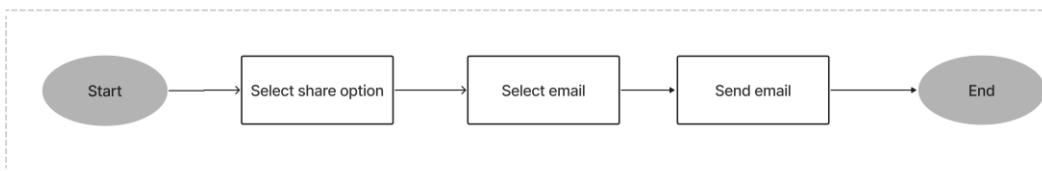
**Fig 4.b.10 UF\_10 Manage cart**



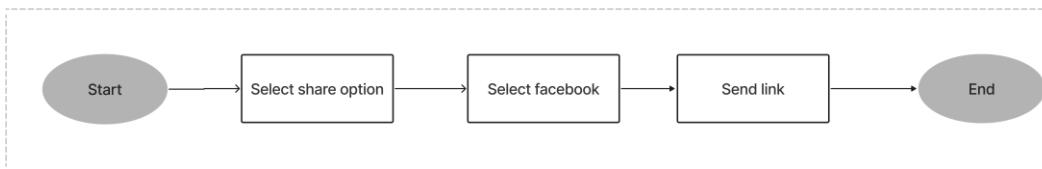
**Fig 4.b.11 UF\_11 Schedule date and time**



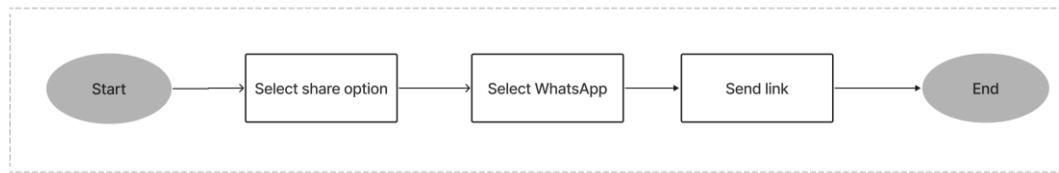
**Fig 4.b.12 UF\_12 Refer to friend**



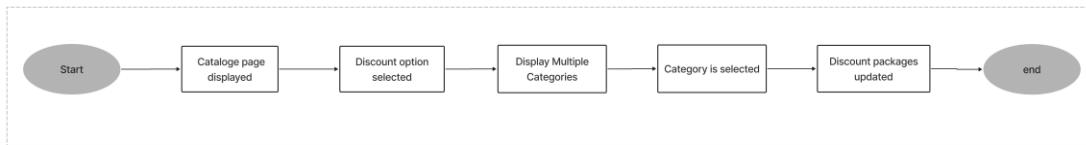
**Fig 4.b.13 UF\_13 Refer by email**



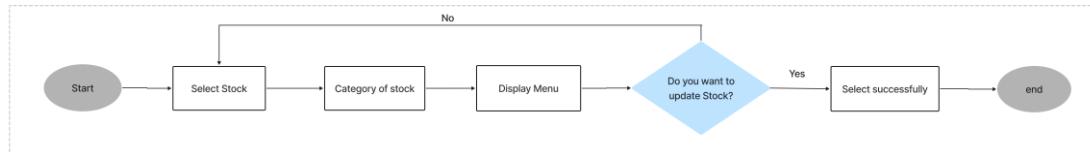
**Fig 4.b.14 UF\_14 Refer by Facebook**



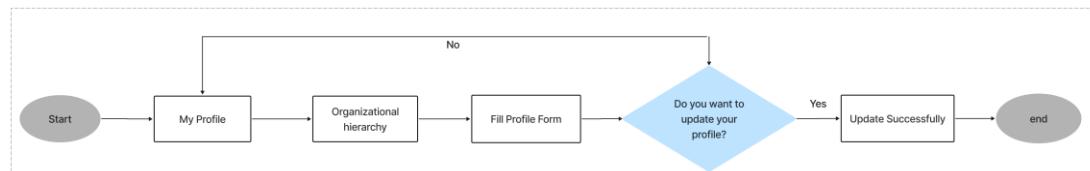
**Fig 4.b.15 UF\_15 Refer by Whatsapp**



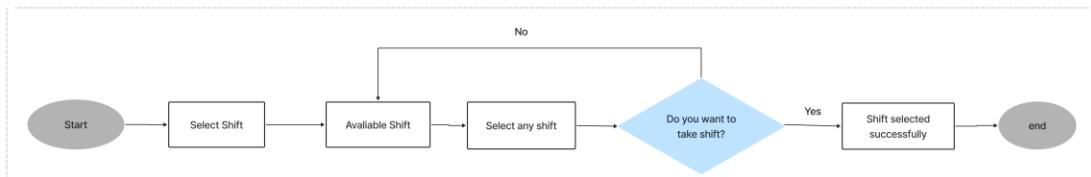
**Fig 4.b.16 UF\_16 Manage discount**



**Fig 4.b.17 UF\_17 Manage stock**



**Fig 4.b.18 UF\_18 Customize setting**



**Fig 4.b.18 UF\_19 Track shift**

**Artifact-5**

**Ideation**

## 5.a Develop low fidelity prototypes in the form of handmade storyboards

11

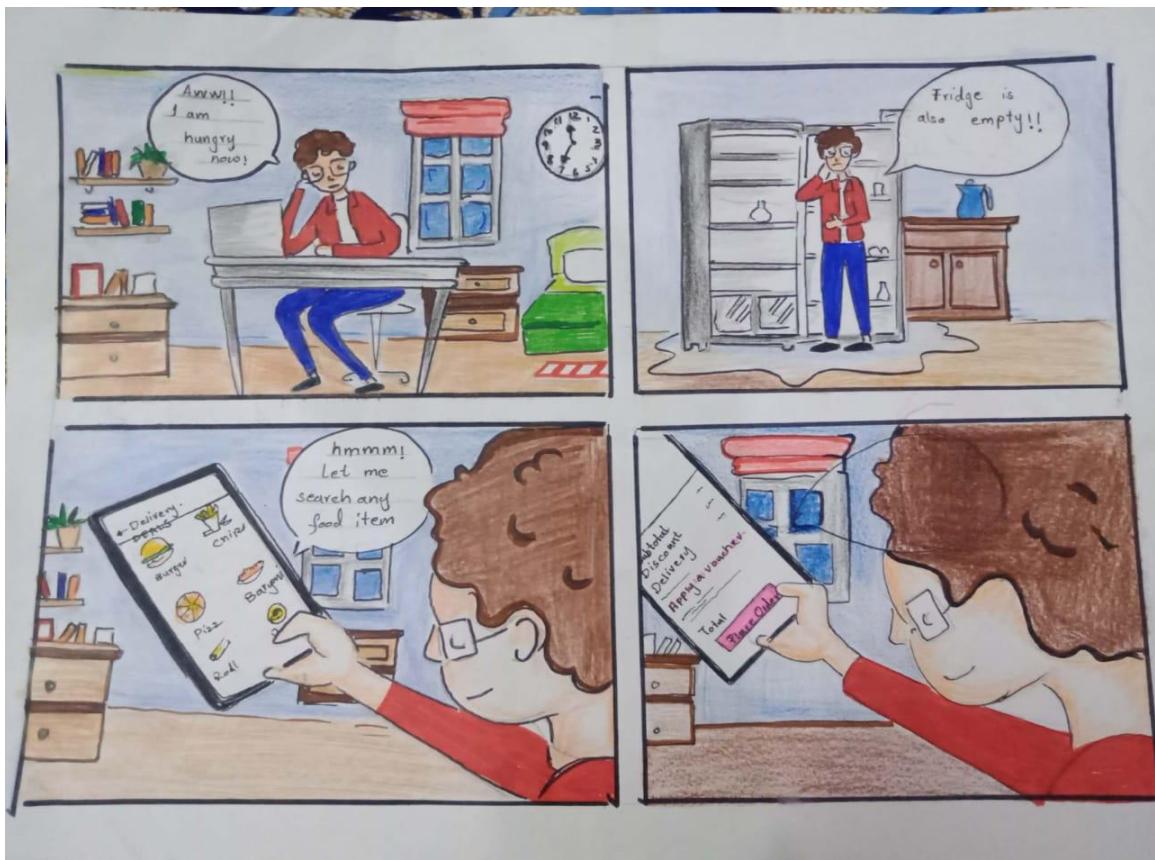
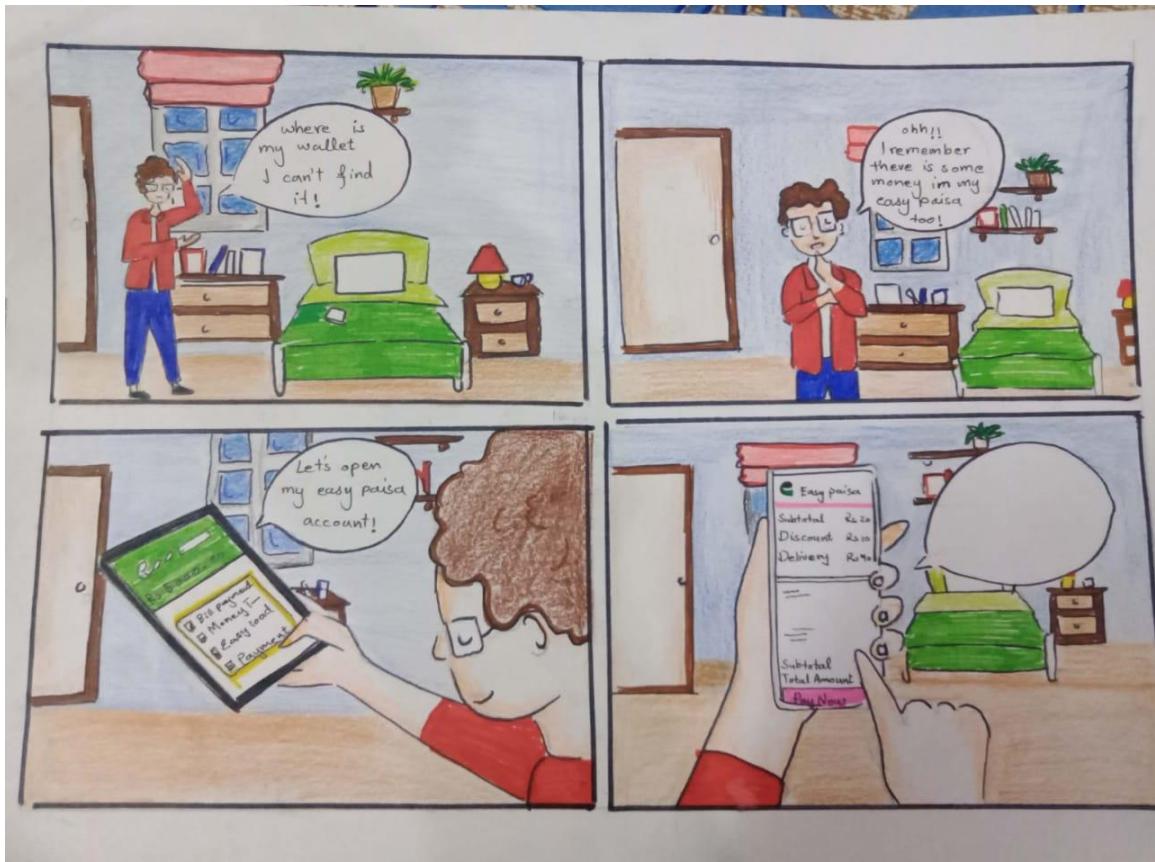
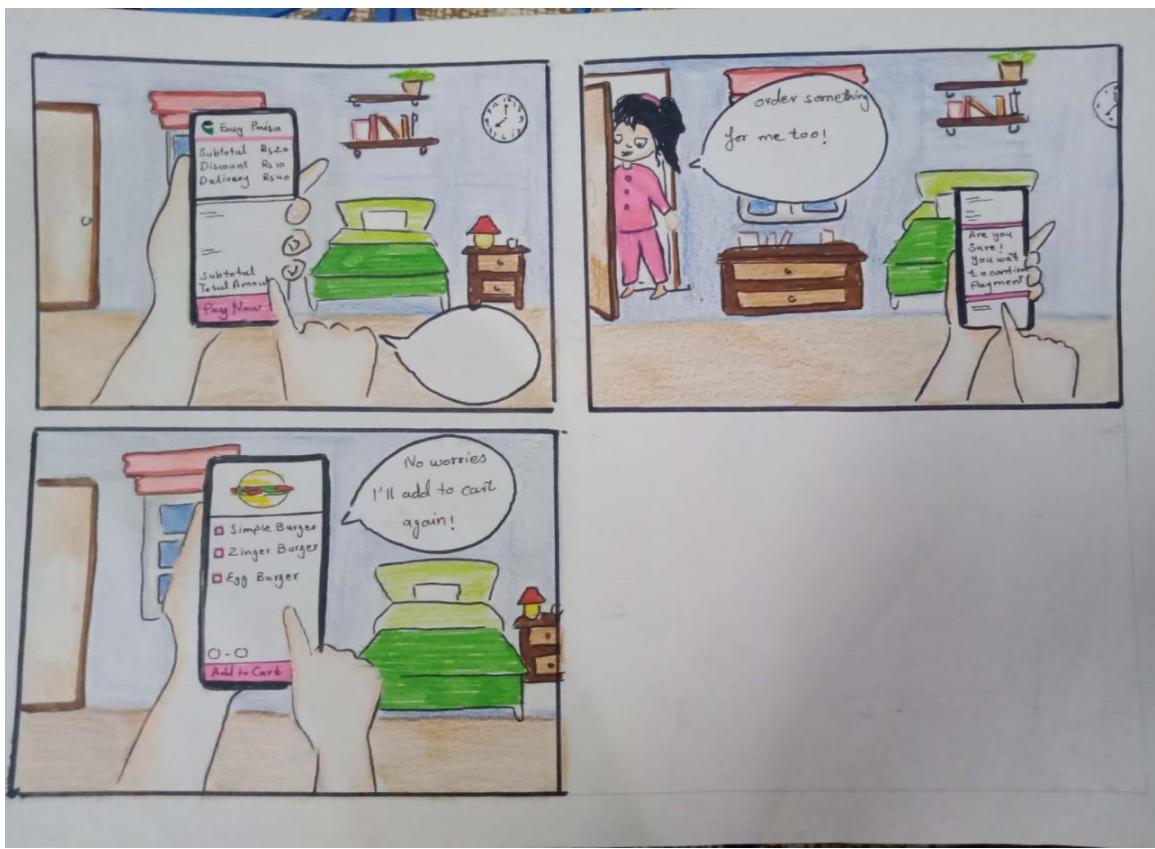


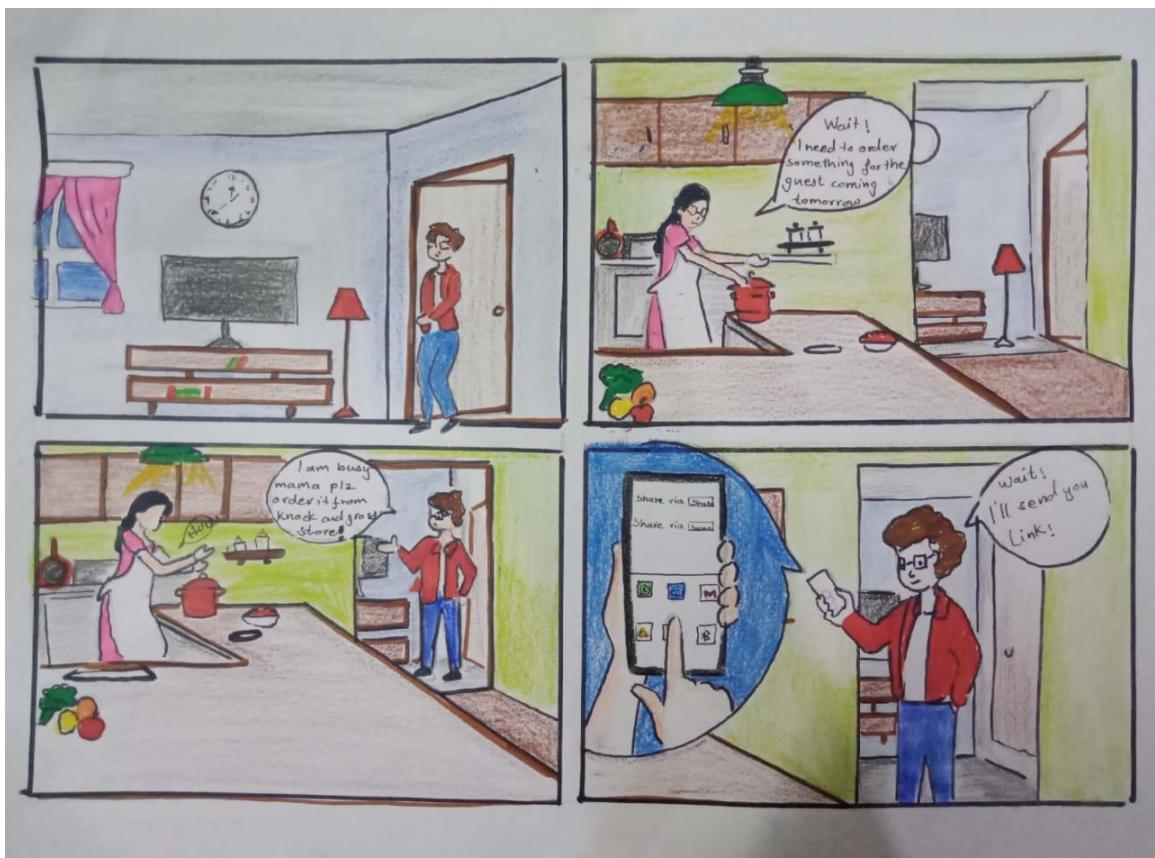
Fig 5.a.1 Story board of place order



**Fig 5.a.2 Story board of Make payment**



**Fig 5.a.3 Story board of Manage cart**



**Fig 5.a.3 Story board of Refer to friend**



**Fig 5.a.5 Story board of Schedule date and time**



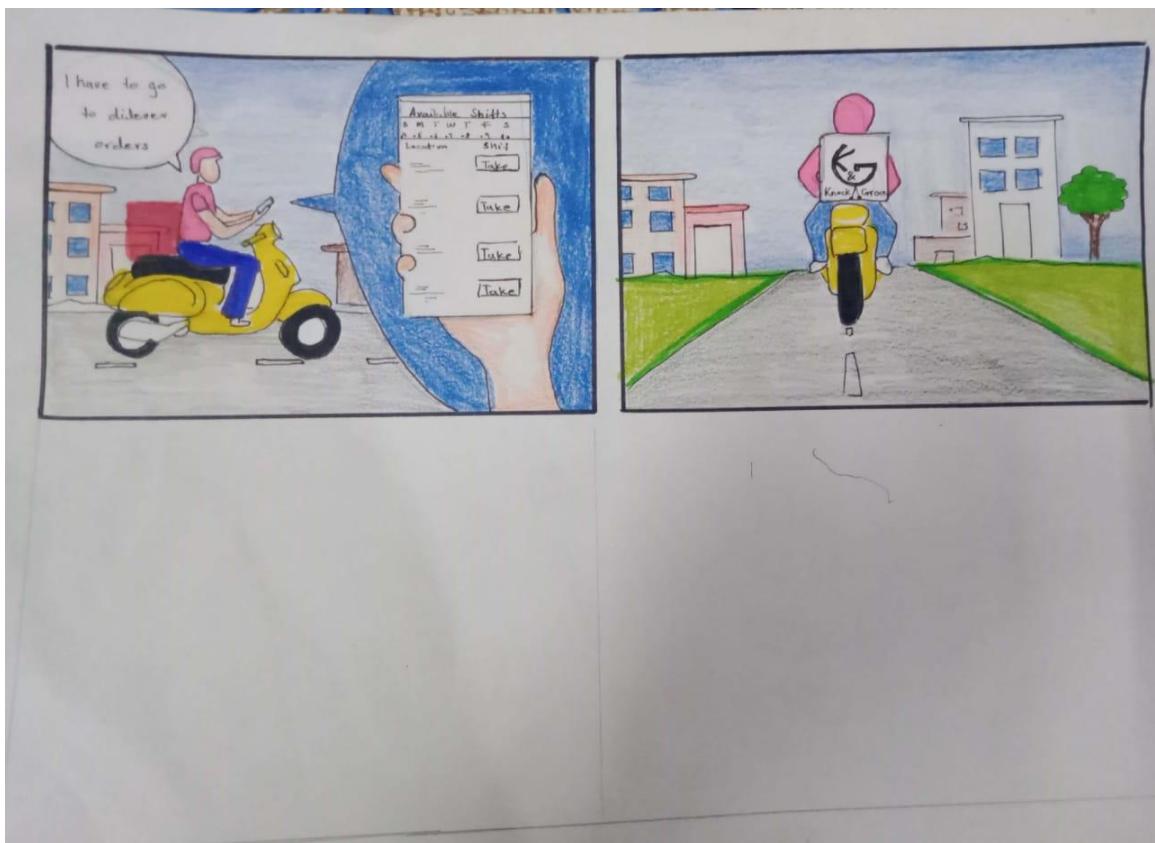
**Fig 5.a.6 Story board of Manage Stock**



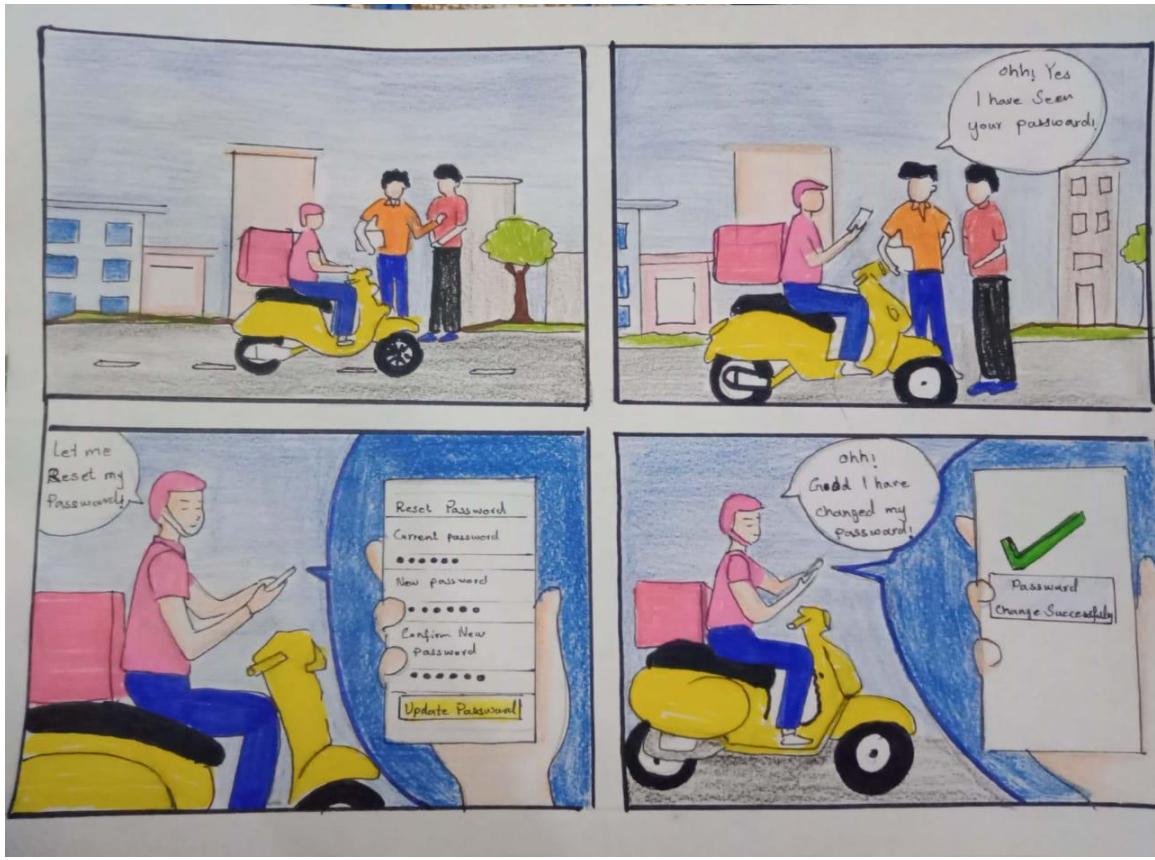
**Fig 5.a.6.1 Story board of Manage Stock**



**Fig 5.a.7 Story board of Manage discount**



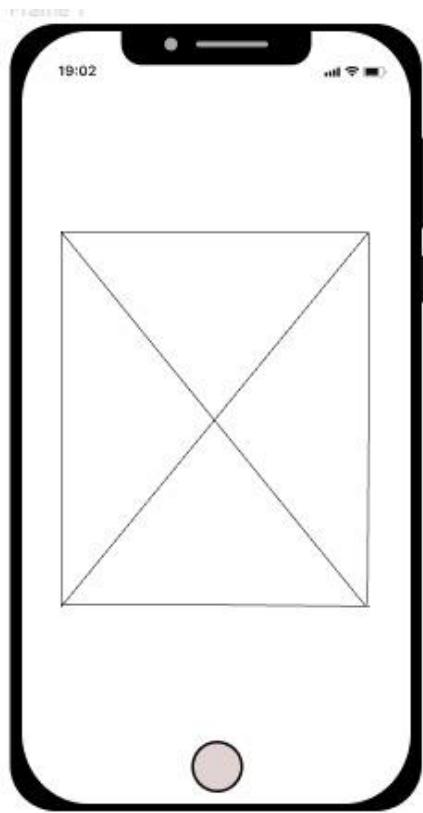
**Fig 5.a.8 Story board of Track shift**



**Fig 5.a.9 Story board of Customize setting**

# **Artifact-6**

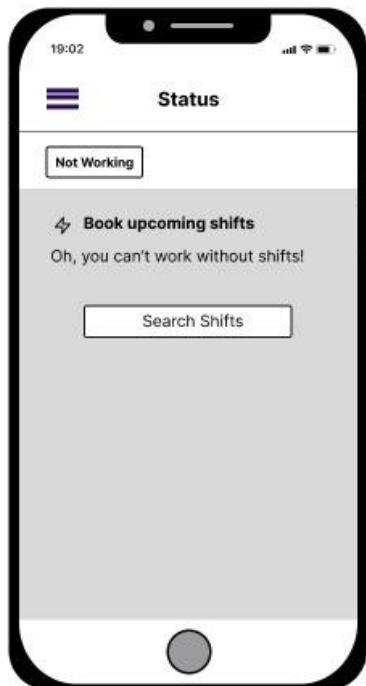
## **Prototype**



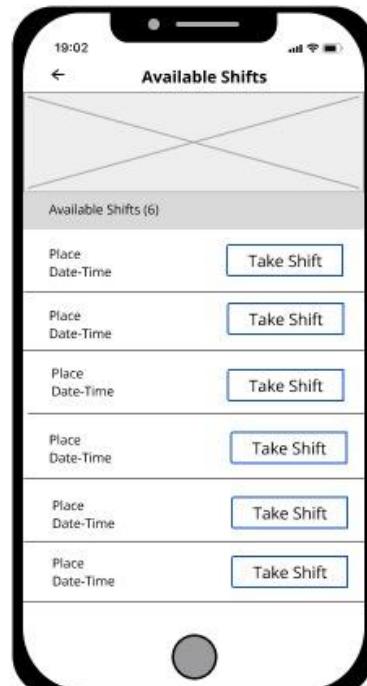
**Fig 6.1** Splash Screen



**Fig 6.2** login



**Fig 6.3** Status



**Fig 6.4** Available shifts

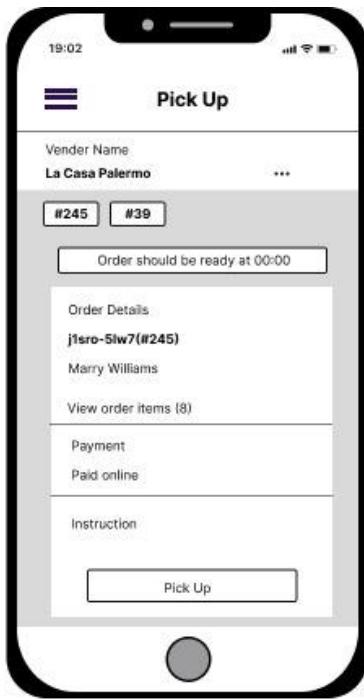


Fig 6.5 Pick up

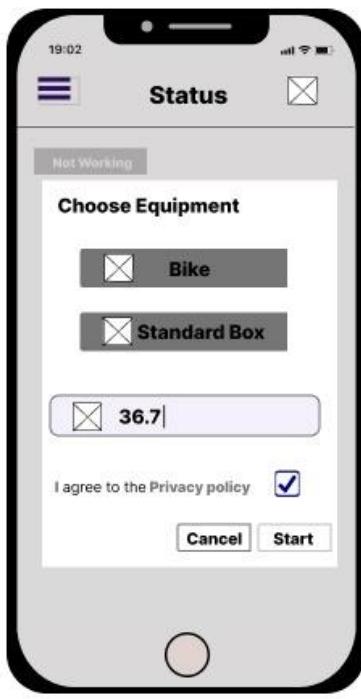


Fig 6.6 Choose Equipment

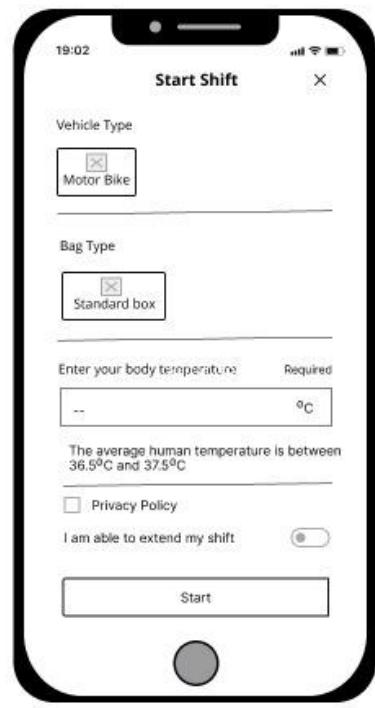


Fig 6.7 Start Shift

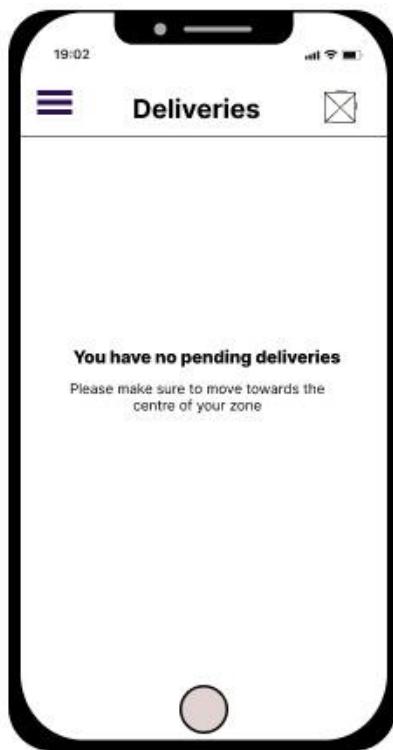
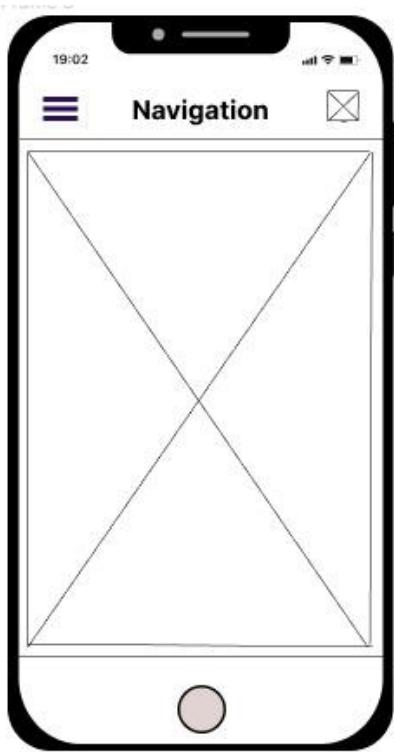
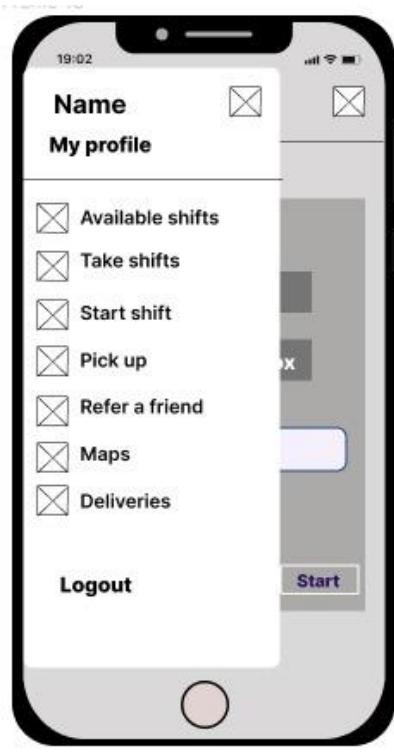


Fig 6.8 Deliveries



**Fig 6.9** Start  
Navigation



**Fig 6.10** My Profile



**Fig 6.11** Share

# **Artifact-7**

# **Validation**

## **7a.Heuristic testing**

### **1. Visibility of System Status:**

Is the user shown progress alongside when performing the entire order and transaction?

Ans – No

### **2. Match between system and the real world:**

Does the system cater to the user's needs of language and local pricing to better understand what orders they would be making?

Ans – Yes there are buttons according to that

### **3.User control and freedom:**

Does the user have options to promptly cancel orders and transactions without further consequences?

Ans – Yes user can do it

### **4. Consistency and standards:**

Are similar to same icons used consistently across the application so that the user has better recognition rather than having to waste time learning options again?

Ans – Yes

### **Recognition rather than recall:**

5. Are instructions to use each screen of the system visible and well in reach of the user?

Ans – Yes every interface is clear

### **6. Flexibility and efficiency of use:**

Is the user given multiple options to carry out functions?

Ans – Yes we have added a lot of functions

### **7. Error prevention:**

Is there any method or option that will allow you to not accidentally leave the application or lose information?

Ans – No there is no way of it

### **8. Aesthetic/Minimalist:**

Is the design too jammed pack and unordered or is the information easily accessible to the eye?

Ans – No we have made according to user needs

#### **9 .Helps users recognize, diagnose, and recover from errors:**

Is the user given constant alerts and asked when making bigger decisions of transactions such as confirming whether they chose the right order?

Ans – yes we have added this functionality

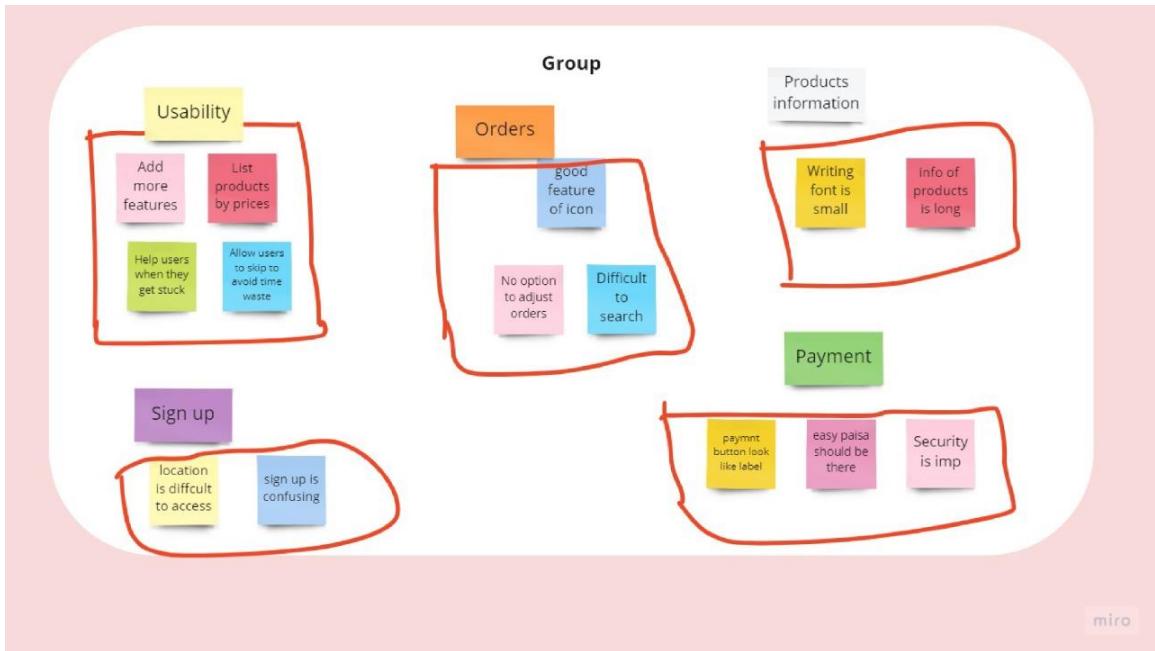
#### **10 .Help and documentation:**

Are there appropriate signs and info check points present in the interface to assist the user when shopping?

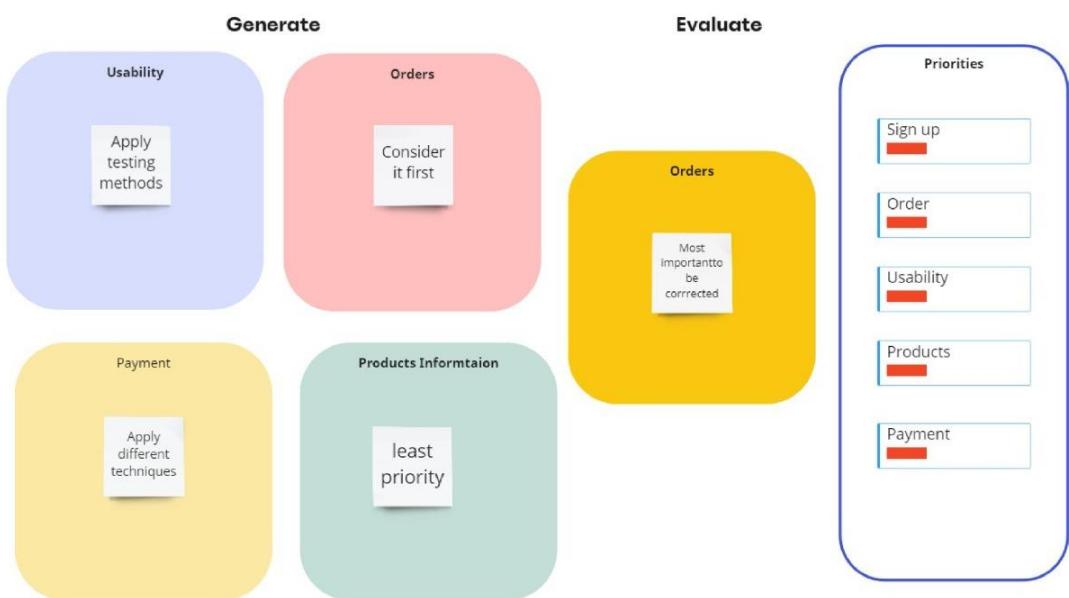
Ans –Yes this is due to buttons and icons

#### **7.b.2. Affinity Mapping**





miro



miro

**Fig 7.b.2 Affinity mapping**

### 7.c.3. Feedback Form

**Knock & Groce**  
Online grocery  
delivering store

Name: Shahroz Ghaffar Date: 29-June-2022

Occupation: Student

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

**With Knock & Groce?**

<input checked="" type="checkbox"/>	New to the application
<input type="checkbox"/>	Used once
<input type="checkbox"/>	Have seen before
<input type="checkbox"/>	Heard from others
<input type="checkbox"/>	Expert

**Evaluation**

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments and Suggestions:**

This application is good but can be improved.


Thank You

Fig 7.4.1

Name: Rukhsana Malik Date: 25-June-2022

Occupation: Housewife

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Comments and Suggestions:

This application is loveable.

**Thank You**

Fig 7.4.2



Name: Malaika

Date: 2<sup>nd</sup>-june-2022

Occupation: Nutrition

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

**With Knock & Groce?**

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

**Evaluation**

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments and Suggestions:**

Good effort.

**Thank You**



**Fig 7.4.3**

Name: Abdullah

Date: 2<sup>nd</sup>-june-2022

Occupation: Bussinesman

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Comments and Suggestions:

Its an amazing thoughts if these are implement similarly as it design.

**Thank You**



**Fig 7.4.4**



Name: Danial

Date: 2<sup>nd</sup> june 2022

Occupation: Student

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Does your delivery arrive on time?	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

#### Comments and Suggestions:

At that time this app is according to our requirements and everything is well manage in it I like it.

**Thank You**



**Fig 7.4.5**



**Knock & Groce**

Online grocery  
delivering store

Name: Aqsa Shafiq

Date: 3rd june 2022

Occupation: Software engineer

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

#### Comments and Suggestions:

No, I can't have any suggestion everything is fine and good

**Thank You**



**Fig 7.4.6**

**Knock & Groce**  
Online grocery  
delivering store

Name: Ayaan Malik Date: 29-June-2022

Occupation: Student

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

**With Knock & Groce?**

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

**Evaluation**

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments and Suggestions:**

Good application and more feasible.

**Thank You**



**Fig 7.4.7**



**Knock & Groce**

Online grocery  
delivering store

Name: Shaima

Date: 1<sup>rd</sup>, june, 2022

Occupation: Teacher

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Comments and Suggestions:

No more comments everything's OK

**Thank You**



**Fig 7.4.8**

## **Knock & Groce**

Online grocery  
delivering store

Name: Awais Date: 3rd june 2022

Occupation: Student

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

### **With Knock & Groce?**

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

### **Evaluation**

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

### **Comments and Suggestions:**

I cannot feel any mistake in this app every thing is fine and fulfil our requirements.

**Thank You**



**Fig 7.4.9**



Name: Aasia Naeem Date: 26-June-2022

Occupation: Doctor

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Comments and Suggestions:

Provide various offers and discounts for regular and new customers.

**Thank You**



**Fig 7.4.10**



Name: Azan Khan

Date: 28-June-2022

Occupation: Air Force

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Comments and Suggestions:

Overall experience is good but you should add more varieties. It's a great thing that you are offering discounts on different things. I appreciate Knock & Groce app.

**Thank You**



**Fig 7.4.11**

**Knock & Groce**  
Online grocery  
delivering store

Name: Maniha Shahid Date: 29-June-2022

Occupation: Chartend Accountant

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

**With Knock & Groce?**

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

**Evaluation**

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments and Suggestions:**

If the developer add GIFS in interface then the app will become more interesting.

**Thank You**



**Fig 7.4.12**

**Knock & Groce**  
Online grocery  
delivering store

Name: Kiran Ali Date: 27-June-2022

Occupation: Police Officer

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

**With Knock & Groce?**

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

**Evaluation**

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments and Suggestions:**

This is the one thing going well in Islamabad and a good initiative for delivering groceries anywhere.

**Thank You**



**Fig 7.4.13**



**Knock & Groce**

Online grocery  
delivering store

Name: Mohiba Fatima Date: 25-June-2022

Occupation: Student

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Comments and Suggestions:

I love this app actually, No any suggestions.

**Thank You**



**Fig 7.4.14**



**Knock & Groce**

Online grocery  
delivering store

Name: Sara Naveed Date: 30-June-2022

Occupation: Software Engineer

Dear customer give us a small feedback About Our Online grocery delivering system and suggest us new tips which is best for Knock & Groce

#### With Knock & Groce?

- New to the application
- Used once
- Have seen before
- Heard from others
- Expert

#### Evaluation

	Meets Requirements	Exceed Requirements	Fair	Unsatisfactory
Easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the theme of interface is it according to the online shopping app?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is it easy to use for you like the buttons and icons?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Does your delivery arrive on time?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Effectively communicate with employees	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Comments and Suggestions:

I had faced efficiency issues. I suggest to improving efficiency. Overall it is good. The theme of app is very professional.

**Thank You**

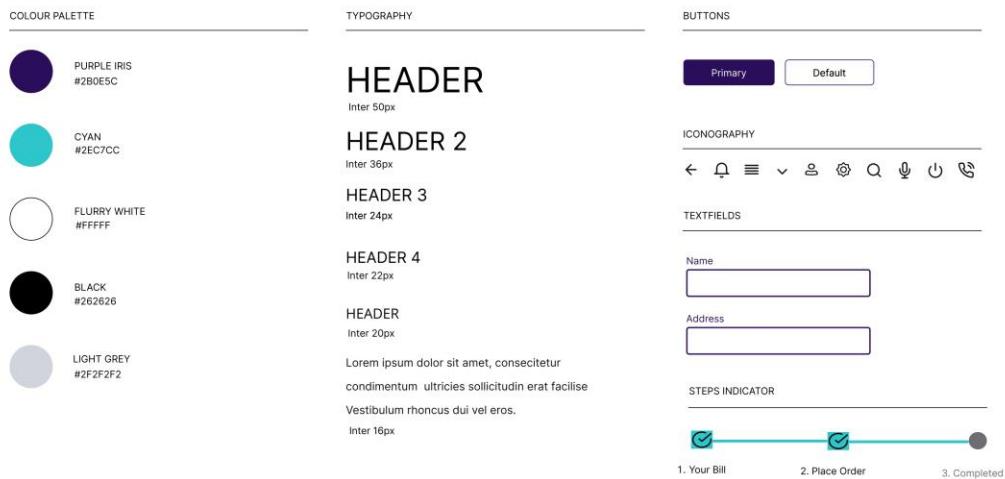


**Fig 7.4.15**

# **Artifact-8**

# **User Interfacing**

## a. Apply mood boards and style guides

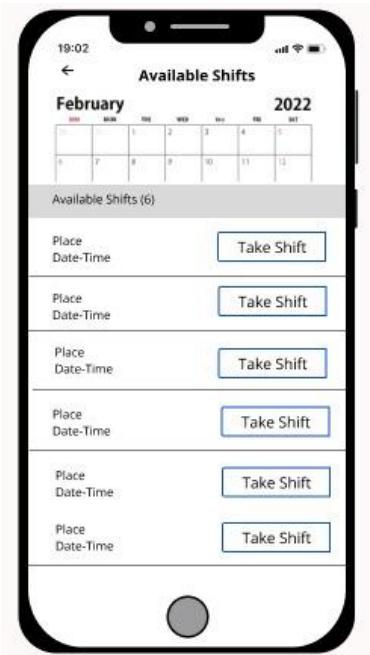
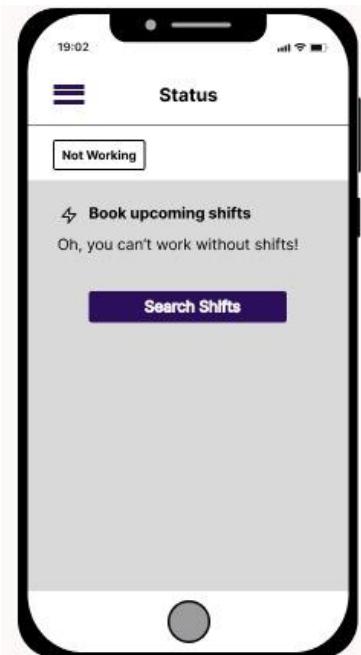


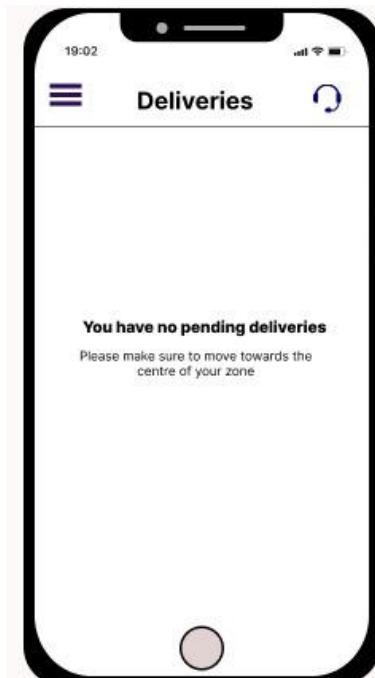
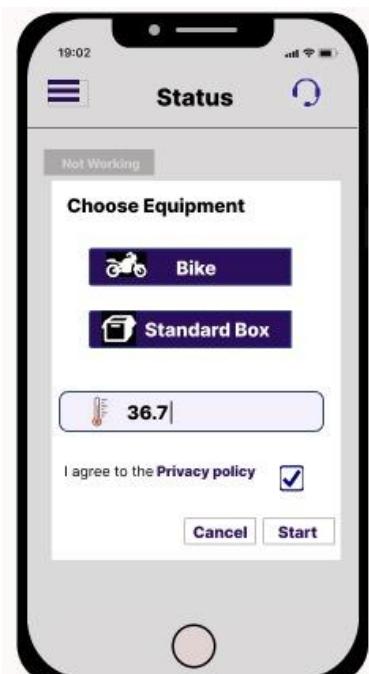
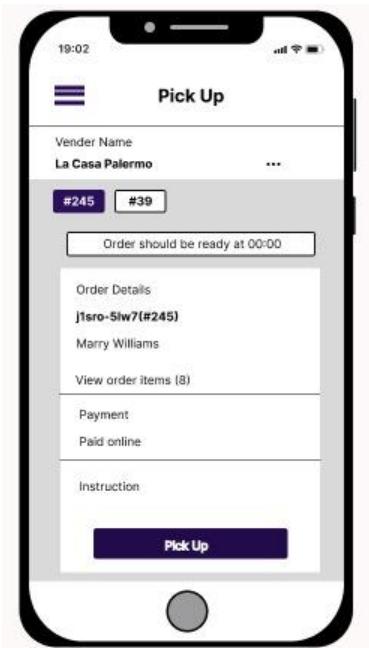
**Fig 8.a (Style guide)**

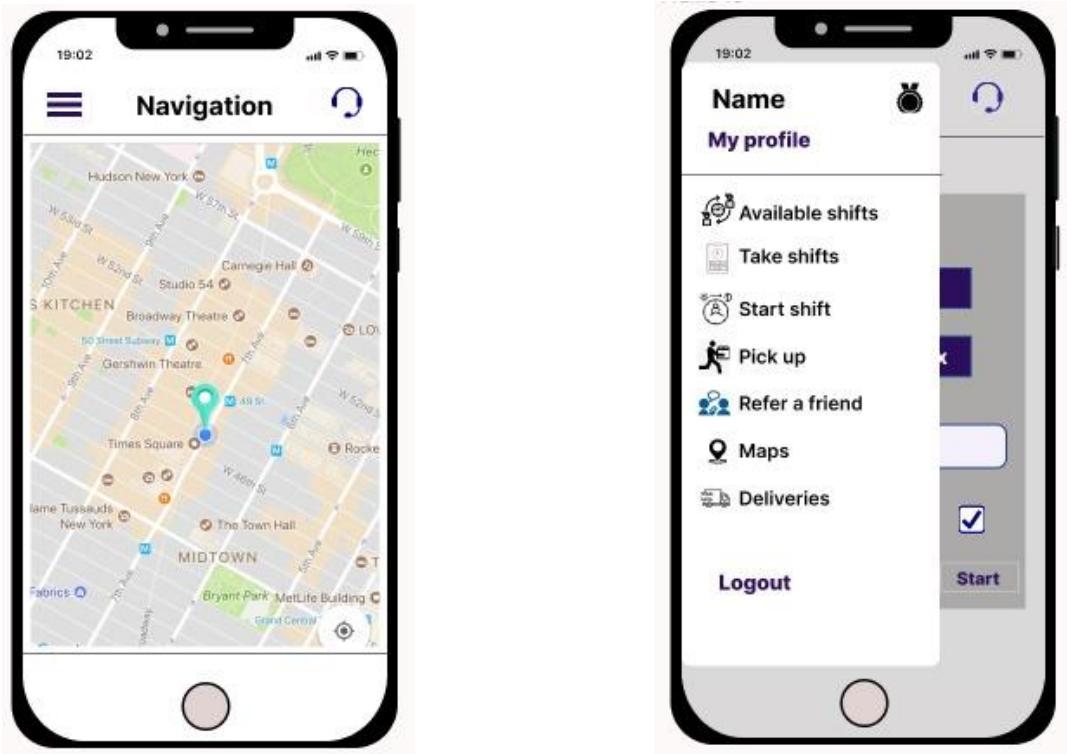


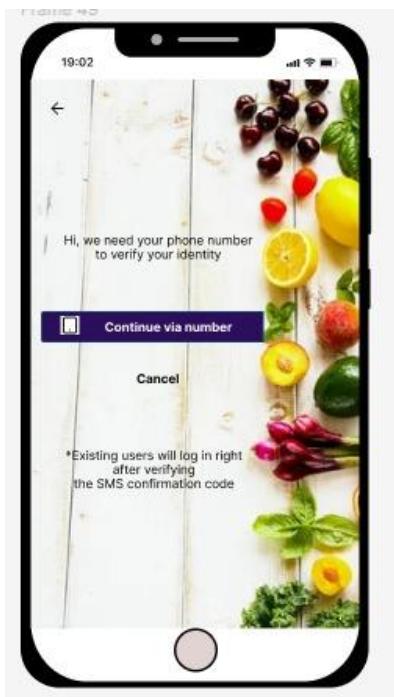
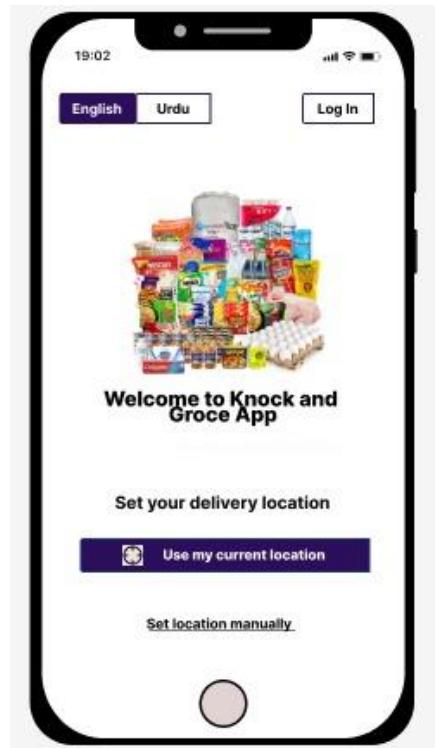
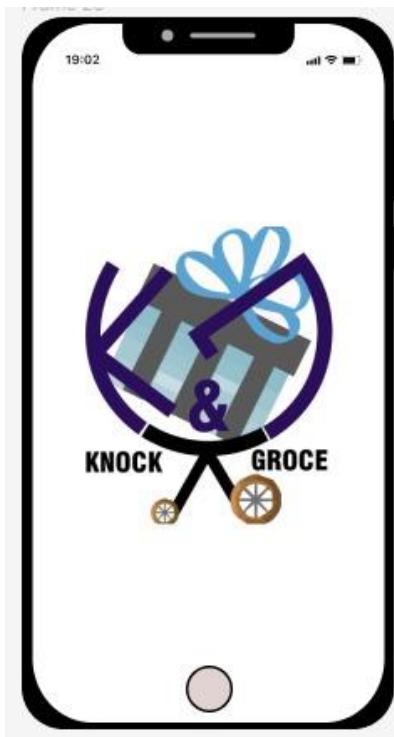
**Fig 8.a (Mood board)**

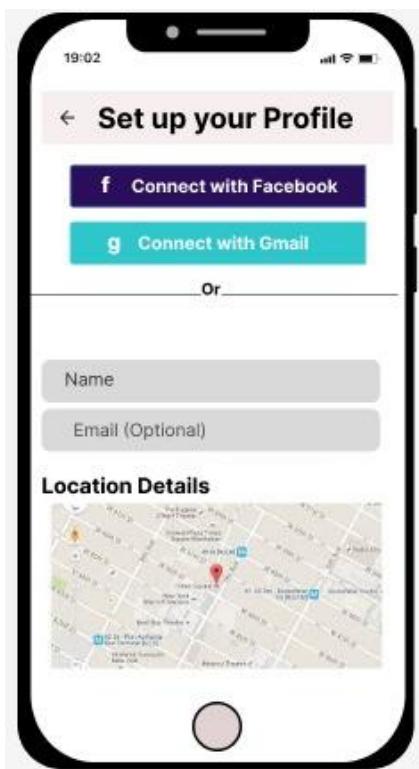
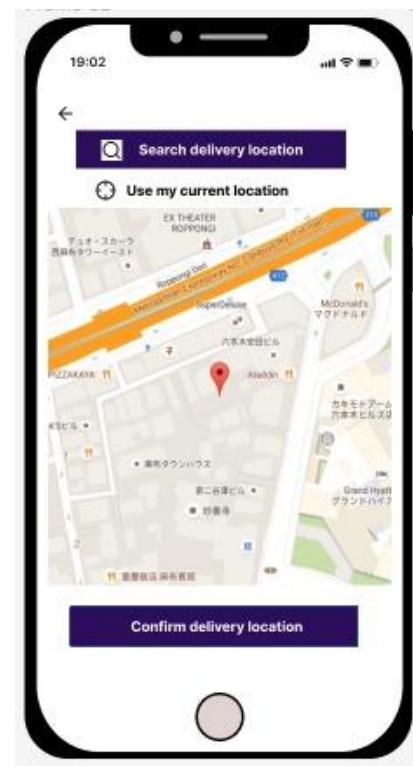
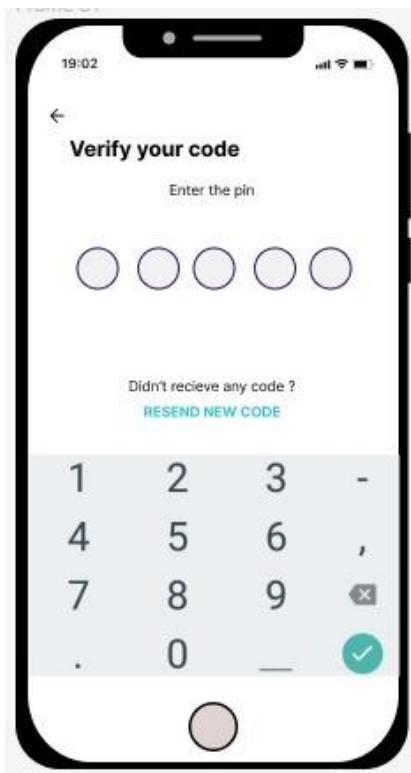
## b. High fidelity prototypes

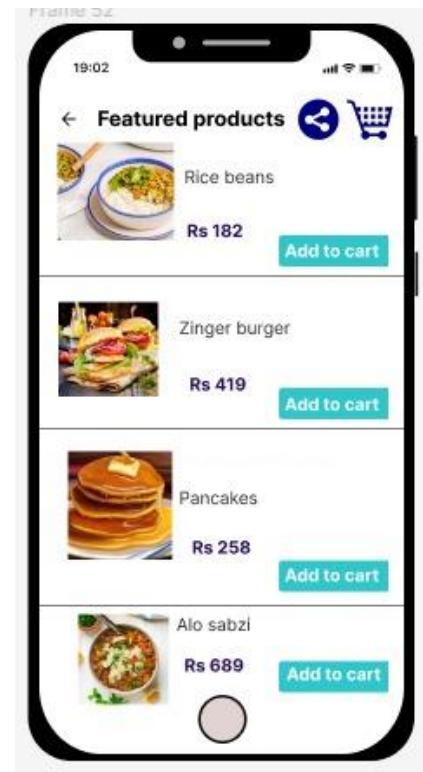
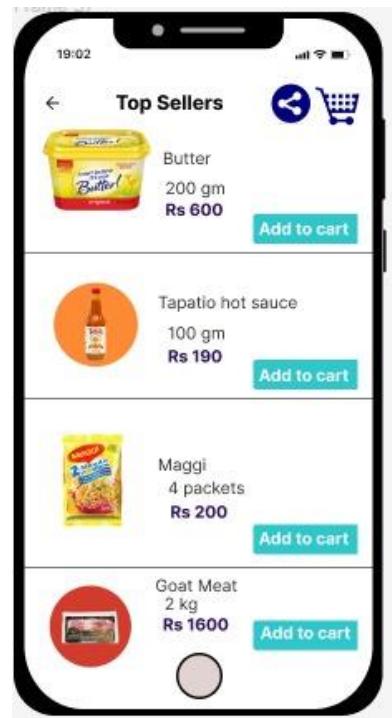
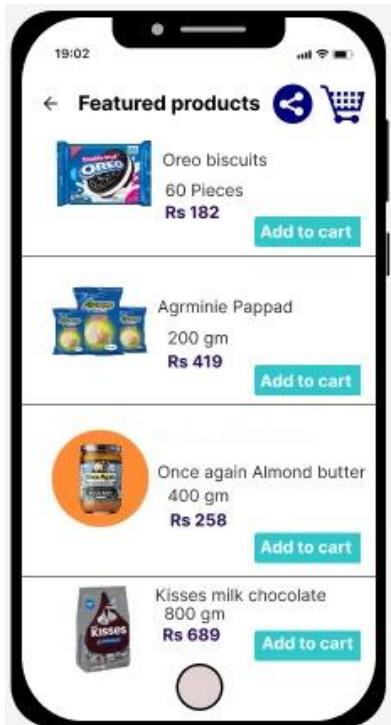


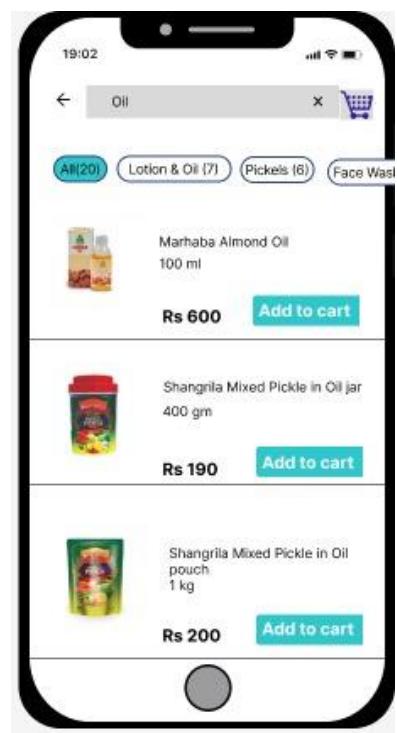
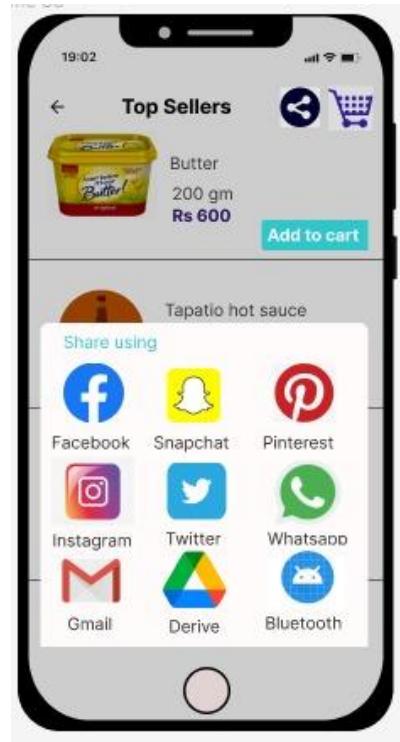
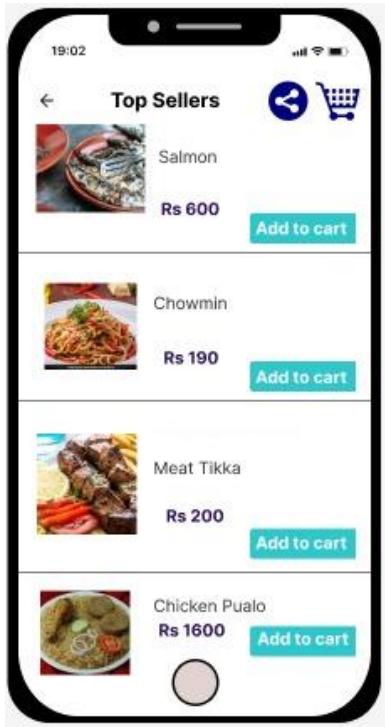


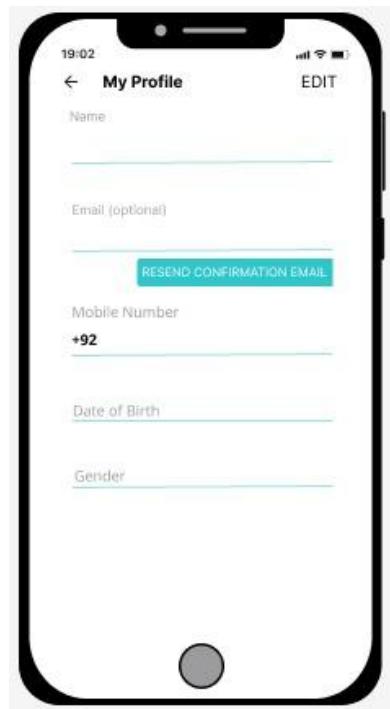
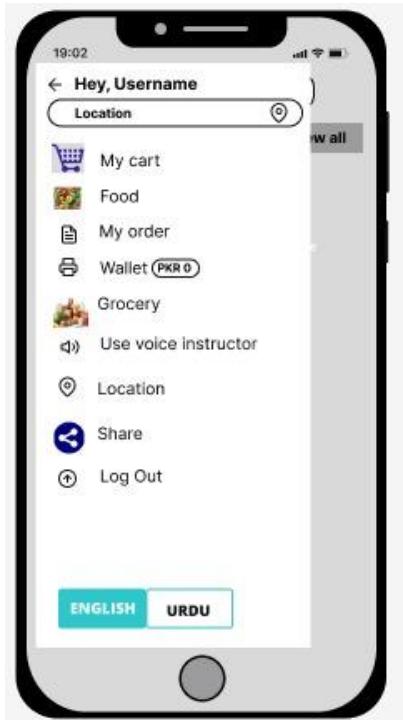
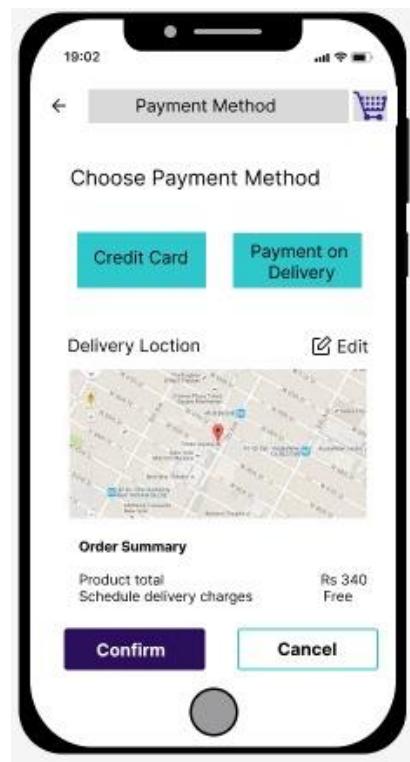
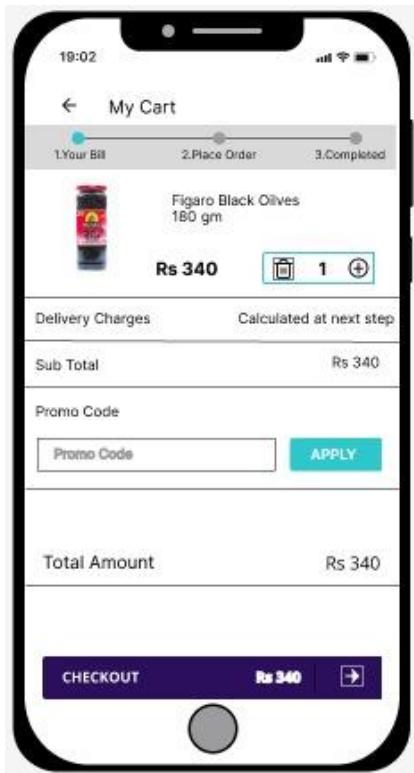


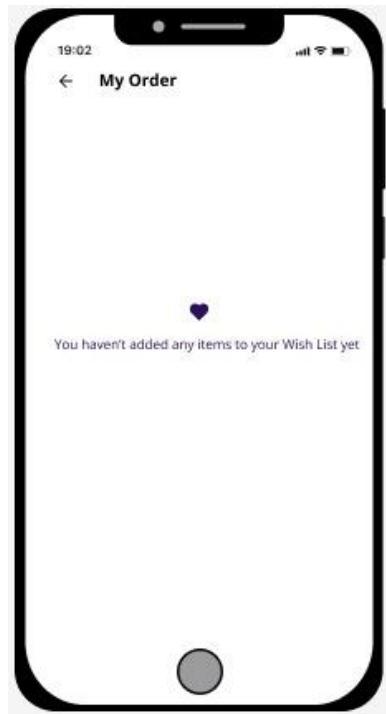
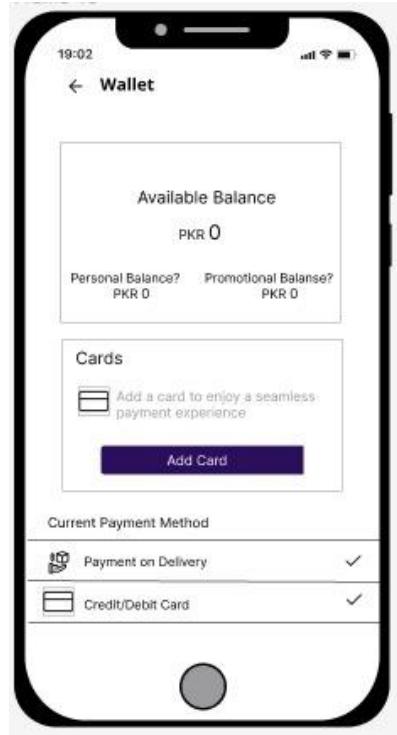












## **WEB UI:**

### **Lesson Learned:**

We learnt to collaborate with one another and work as a team during this semester's project. Time management, task division, and peer evaluation were also discussed. Every team member gave each other feedback on their work, and others made changes as needed. Despite certain problems in online communication due to the lack of face-to-face connection, each team member did their best to work with one another and comprehend their issues. We hold Zoom sessions and WhatsApp chats throughout the process. We learnt to deal with situations in a variety of ways. This project has taught us vital skills such as ideation, research, and documentation.

### **Conclusion:**

Our project is an online grocery delivery system that is primarily meant to make different tasks such as stock ordering, customer support, and internal affairs such as records administration, transactions, and staff recruiting easier for customers and employees. Customers that use Knock & Groce will be able to purchase merchandise online and pay using a variety of options. Customers will be able to use this system to plan their order delivery date and time. With a single click, the administrator will be able to manage all of the users' records. Our technology will also make it easier for employees to update their personal information and recruit new employees.

## **Reference and Bibliography**

[1] <https://www.googleadservices.com/pagead/aclk?>

[2] <https://www.googleadservices.com/pagead/aclk?>